Public Performance Scorecard

Annual Report 2025/26



Contents

Overview 3
Adult social care 6
Children, Families and Communities 9
Education 9
Children's services 15
Communities 19
Libraries ..... **Error! Bookmark not defined.**
Leisure ..... **Error! Bookmark not defined.**
Involving people 24
Keeping people safe 25
Justice Services ..... **Error! Bookmark not defined.**
Climate change 28
Customer and Corporate Services 31
Customer contact 31
Customer transactions 34
Finance ..... **Error! Bookmark not defined.**
HR and Information compliance 41
Environmental Services 45
Roads 45
Street cleaning ..... **Error! Bookmark not defined.**

Parks and street lighting ..... **Error! Bookmark not defined.**
Waste ..... **Error! Bookmark not defined.**
Housing 54
Homelessness 54
Housing management ..... **Error! Bookmark not defined.**
Housing development ..... **Error! Bookmark not defined.**
Planning and building standards 60

Overview

This is our annual Public Performance Scorecard Report. It gives an overview of how we are performing across our services between April 2025 and March 2026. We also include data over the last five years to give an indication of longer changes in our services. We show where we are performing well, highlight areas of concern and provide updates on some of the actions we are taking to improve our performance and also deliver our Business Plan priorities. This annual report builds on the regular performance updates we give during the year in our quarterly Public Performance Scorecard. A more detailed report on our Business Plan actions went to committee on 18 August 2025. More detailed service performance reports are submitted to the relevant executive committees throughout the year.

This report is one way in which we are meeting our public bodies statutory reporting requirements (as set out in the Audit Scotland statutory direction) and shows how we are delivering Best Value. Our series of reports during the year strengthens how we make performance data more readily available to the public.

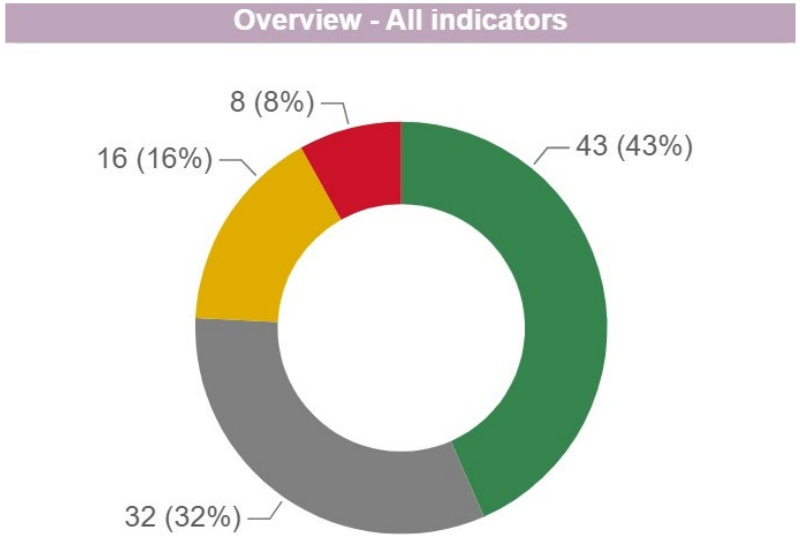
We split this report into the following six sections:

- Adult Social Care
- Children, Families and Communities
- Climate Change
- Corporate Services
- Environmental Services
- Housing

Within each section, we monitor:

- our performance against targets we set for our Key Performance Indicators (KPIs);
- track short term changes through a direction of travel calculation (comparing performance for the same time last year);
- and show longer term trends in the charts of each measure.

On this page are two summaries showing our current performance rated against the current target (where one is set) and direction of travel (performance this year compared to the same time last year):



Direction of travel	Definition	Count
Improving	Performance has improved from same period last year (more than 2% change on last year)	33
Maintaining	Performance has remained the same as in the same period last year (within 2% of last year)	33
Declining	Performance has declined from same period last year (more than 2% change on last year)	22
Not applicable	Comparing performance to last year is not appropriate where a measure is tracking demand	11

Indicators are assessed against a target and given a RAG status where:

Green - Performance is on or ahead of target

Amber - Performance is behind target by 5% or less

Red - Performance is behind target by more than 5%

Grey - Monitoring only

Why do some indicators not have a target?

Grey RAGs are shown for measures that are tracking demand for a service so setting a target is not appropriate; or where there is no current target but work to set a target is underway.



Adult social care

The Health and Social Care Partnership (HSCP) supports vulnerable people across Edinburgh. This includes older adults and people with disabilities as well as mental health and substance use issues. They help people to identify their social care needs and then support them to live independently for as long as possible. When staying at home is not possible, the partnership works to find places in care homes which meet the individual's needs.

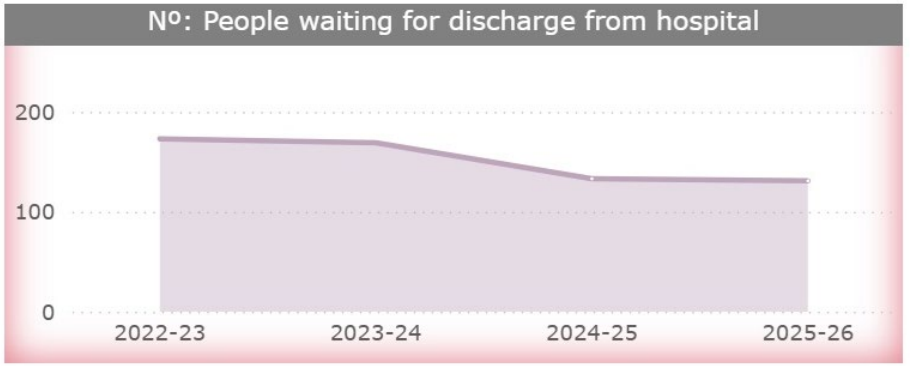
On the following pages, we show performance and update on progress with some projects over the last year.

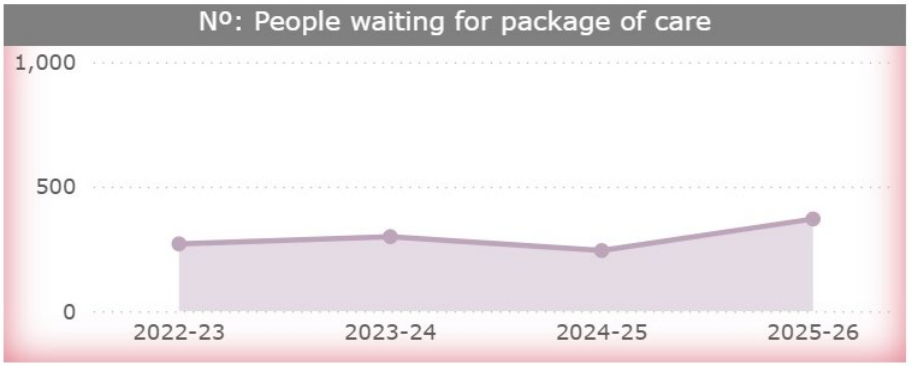
KPI Name	RAG	Value	Target	Direction of travel
Nº. People waiting for discharge from hospital	Over 5% from target	131	87	Maintaining
Nº. People waiting for package of care	Over 5% from target	370	141	Declining
Nº. People receiving a package of care	Monitoring only	5,620		Not applicable
Nº. People supported in care and nursing homes	Monitoring only	2,596		Not applicable
Nº. Duty to Inquire assessments started	Monitoring only	639		Not applicable
% of care services rated ‘Good’ or above by Care Inspectorate	Monitoring only	100%		Improving

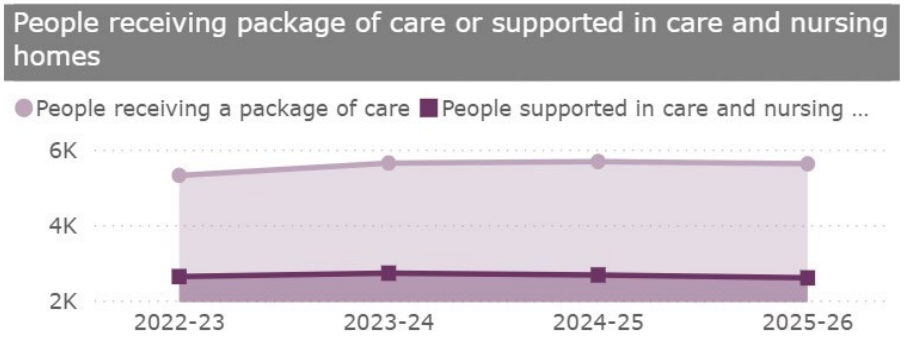
People are living longer with more complex or multiple conditions which increases demand for social care support. In the last year, we have seen the number of hours of care commissioned for older people aged 65+ increase by just over 10% to 52,000 hours per week.

Two of the HSCP's priorities are to support people to leave hospital once they are ready, and to provide people with the care and support they need to live independently at home. The **number of people waiting for discharge from hospital** continues to decrease in 2025 and reached 131 in March 2026 from a peak of 224 in March 2022. While the **number of people waiting for a package of care** fluctuates during the year, the figure sits at 370 by March 2026. This is higher than March 2025, at 243, but well below the peak seen in March 2022 (when people waiting was 754). These changes in numbers of people waiting, both to leave hospital and for packages of care, are linked to the expansive of the reablement model in early 2025, using Scottish Government funding to support improvements in unscheduled care. The reablement model, which is a short-term service that helps people to do as much as possible for themselves and identify the right level of support to allow them to keep living safely at home. We have continued to embed this reablement model throughout 2025-26, which is supporting flow out of hospital and into long-term care at home.

We track demand for our services and the other indicators shown on this page are service demand metrics and show the number of people being supported by social care services. These figures





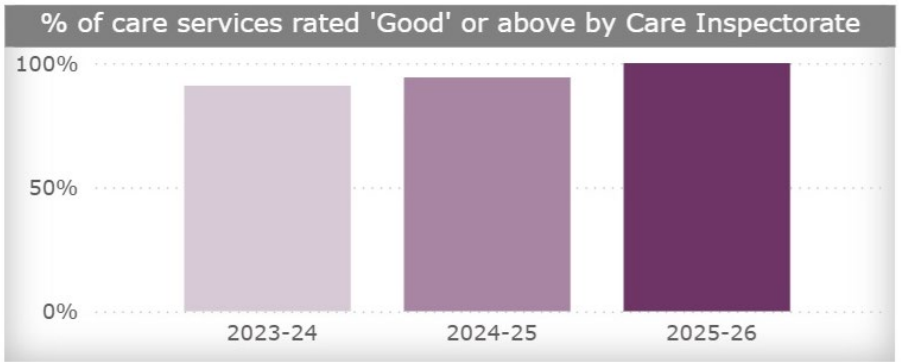


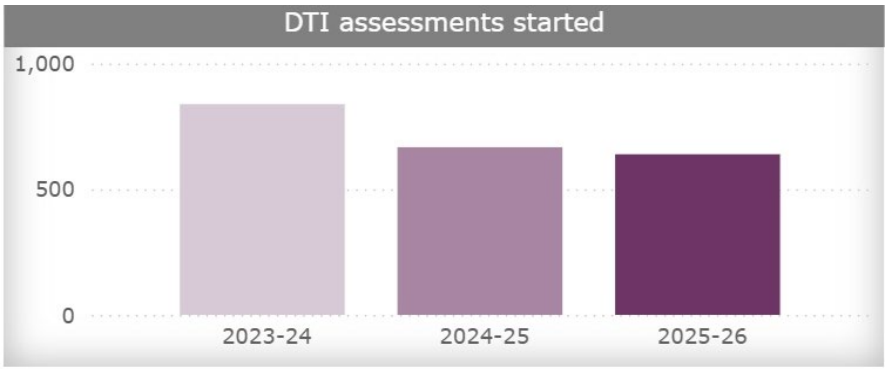
include services that are provided to older people and people with learning disabilities as well as those receiving care due to mental health or substance use issues. Roughly 5,700 people are receiving social care in their own homes each week, while around 2,600 people are cared for in residential/nursing homes. As our delivery of care responds to demand, we haven't set a target for the numbers of people receiving a package of care or supported in care and nursing homes. However, we are aiming to support more people to live at home rather than in a care home where their meets can appropriately be met within their own home.

The next indicator shows the percentage of care services provided by us in Edinburgh with a minimum grade that is 'Good' (4) or above in their latest Care Inspectorate inspection (with 6 being the highest grade). Our Care Inspectorate gradings have been improving quarter on quarter and in March 2026, all of our services had a minimum grade of 'Good' or above.

The last indicator shown here is on our Adult Support and Protection work. We undertake around 600 duty to inquiry assessments every year. We are continuing to maintain improvements in Adult Support and Protection activity, building on the work undertaken following the joint Inspection of Adult Support and Protection in 2023.

A more detailed performance report is produced by the Integration Joint Board on an annual basis and is due to be published in the summer.







Children, Families and Communities

Education

We continue to focus on raising attainment and improving outcomes for all children and young people. We are working hard to engage all children and young people through their curriculum pathways and high-quality learning experiences. We remain committed to ensuring an inclusive education for all and offer support to ensure all children can get the best start in life.

In this section, we show a range of attainment measures from across primary and secondary schools.

.

KPI Name	RAG	Value	Stretch aim	Direction of travel
% Primary pupils achieving literacy	Within 5% of target	80.4%	82.5%	Improving
% Primary (deprived areas) achieving literacy	Away from 5% from target	71.8%	77.0%	Improving
% Primary (looked after) achieving literacy	Monitoring only	48.1%		Improving
% Primary pupils achieving numeracy	Within 5% of target	84.2%	84.8%	Maintaining
% Primary (deprived areas) achieving numeracy	Within 5% of target	75.6%	77.0%	Improving
% Primary (looked after) achieving numeracy	Monitoring only	53.8%		Improving
Primary literacy gap	On target	16.9	18.3	Improving

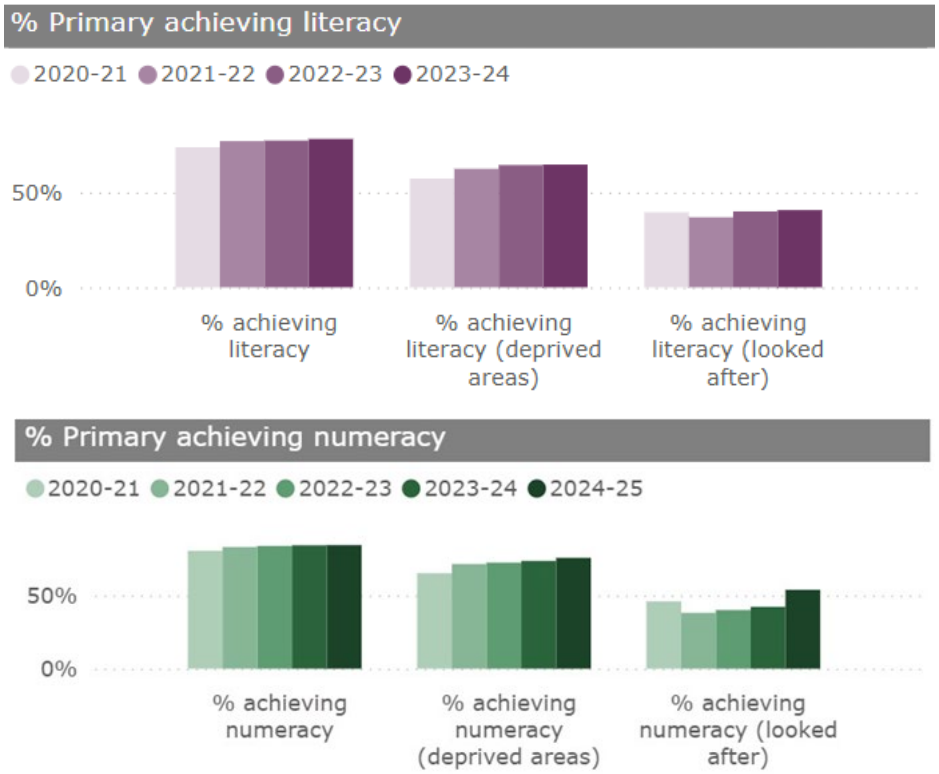
** Stretch aims are the aspirational targets we are aiming towards (set as part of the Scottish Attainment Challenge)*

We continue to improve across most of our performance measures in the primary school years. The largest improvements can be seen in the **literacy for pupils living in deprived areas** (a 7% increase on 2023/24) and **both literacy and numeracy for children who are looked after** (increases of 8% in literacy and 11% in numeracy). The only exception is for the **percentage of primary pupils achieving numeracy**, where performance is maintained in 2024/25 at 84.2%.

In five of the seven primary school measures, we performed below the aspirational stretch aims we have set. However, in each of the measures we are within 5.2% of our target. The 'stretch aims' are not targets in the traditional sense, but a long-term goal designed to transform expectations.

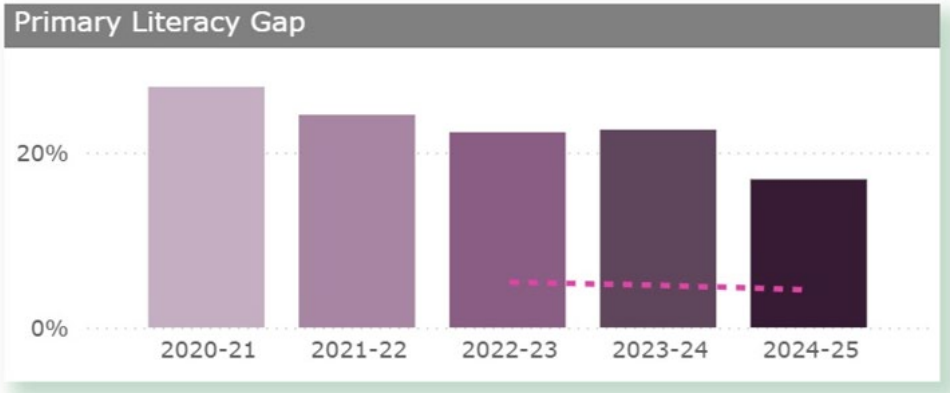
The **primary literacy gap** narrowed in 2024/25 meaning that the effects of poverty on pupils' attainment in literacy is reducing and we are committed to ensuring this continues through careful use of pupil equity funding (PEF).

We have maintained the proportion of primary school pupils achieving age related expectations in **numeracy attainment**. We are within 0.6% of our ambitious stretch aim for this measure. We are committed to ensuring our performance improves to align more closely with the performance of pupils achieving expected levels in numeracy by the end of S3.



Our quality improvement processes ensure that schools which require support receive it at the right time, in step with our Improving Quality In Learning Framework. School performance is monitored, including their performance in the seven literacy and numeracy measures in this report. Our Pupil Tracking system analysis tools provide detailed tracking of pupil, class, school, and local authority performance in literacy and numeracy at key assessment points in the session. Scrutiny of this data by officers, alongside information on additional factors, determines the level of support schools receive i.e. universal, targeted or intensive. This work has contributed significantly to the improving and maintaining trends seen across all seven of the primary school measures.

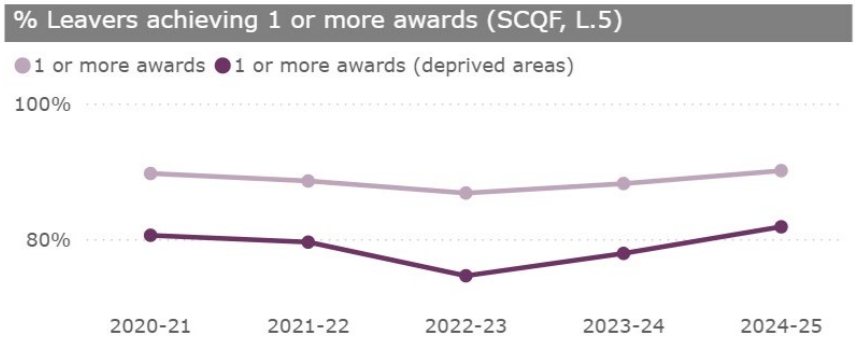
The actions arising from the Literacy Thematic Review continue to inform professional learning and support progress across each of the literacy organisers (Reading, Writing, Listening and Talking). The impact of the revised Numeracy and Mathematics Strategy (2020) and the use of CEC Numeracy Progression Pathways, which inform teachers' effective planning, is reflected in numeracy attainment levels demonstrating sustained performance over time.



KPI Name	RAG	Value	Stretch aim	Direction of travel
% Leavers achieving 1 or more awards (SCQF, L.5)	Within 5% of target	90.1%	90.3%	Improving
% Leavers achieving 1+ awards (L.5, deprived areas)	On target	81.8%	81.5%	Improving
% Leavers achieving 1 or more awards (SCQF, L.6)	On target	74.6%	72.5%	Improving
% Leavers achieving 1+ awards (L.6, deprived areas)	On target	57.9%	47.8%	Improving
Attainment Gap – 1+ level 5	On target	15.0	15.8	Improving
Positive destinations for school leavers	Monitoring only	96.7%		Maintaining

We have seen improvements in all our secondary school attainment measures again in 2024/25. We are ahead of our ambitious stretch aims in four out of the 6 measures. This includes **school leavers in 'deprived areas'** who achieved one or more awards at SCQF Level 6, where we are 10.2% over our stretch aim. Tracking and monitoring of learners' progress was positively referenced in the majority of HMI reports for our secondary schools in 2024/25. We are continuing to strengthen this work in 2025/26 with our improved professional learning offer on the use of our Pupil Tracking system and analysis tools to support interventions for pupils who need them.

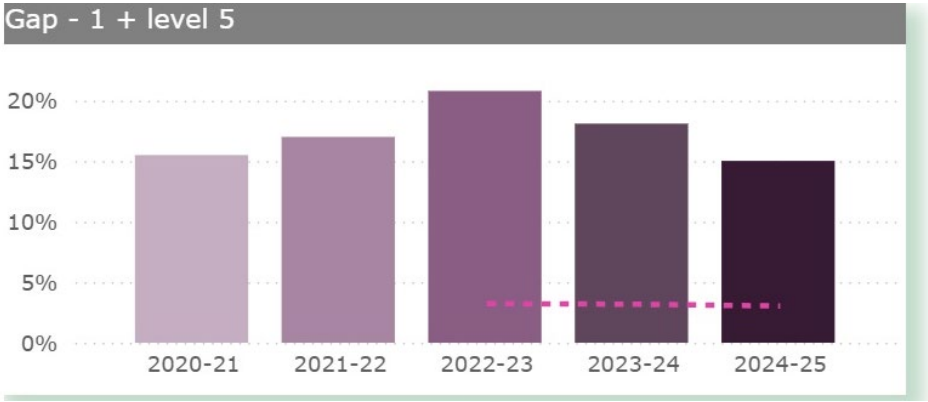
Our school leavers' **who achieve at least one SCQF Level 5 award'** is improving for all leavers. However, the rate of improvement for those young people most affected by poverty is double the rate for all pupils, at almost 4% (77.9 in 2023/24 to 81.82 in 2024/25) compared to an almost 2% increase (88.2 in 2023/24 to 90.1% in 2024/25 for all pupils). This has in turn had a positive impact on

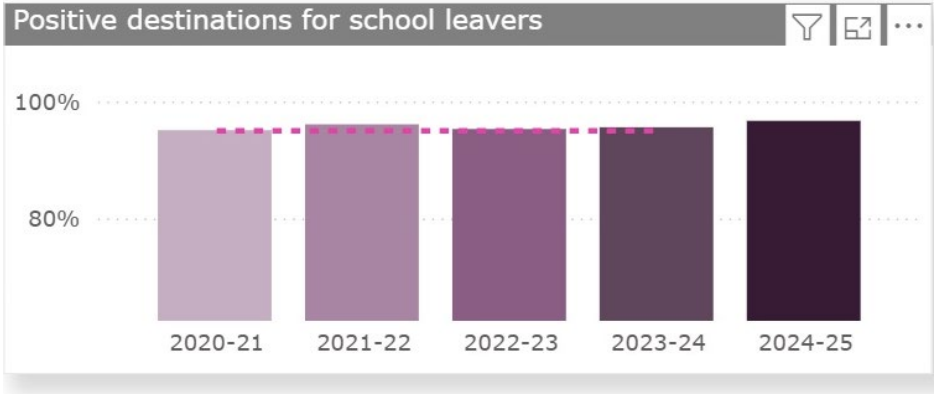




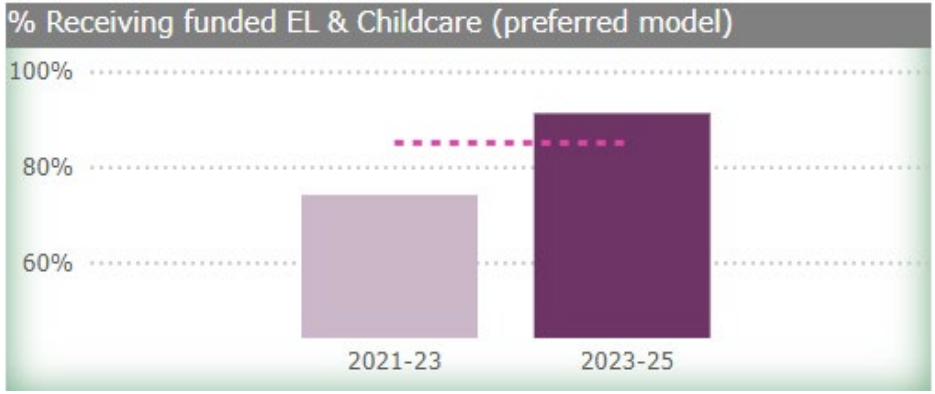
reducing our attainment gap for this measure to 15 percentage points representing the lowest it has been since 2020/21. Our work to continue to narrow the **poverty related attainment gap** remains a priority. In 2024/25, this work included a focus on ensuring a broader curriculum offer for young people. Increases in the offer, uptake, and subsequent success of pupils who study a Skills for Work course at SQCF Level 5 has contributed significantly to the improvements in our performance in this measure. Our ongoing work to review our senior phase curriculum will support further improvement.

We have seen a gradually increasing trend in the proportion of school leavers going to **positive destinations** (going into work, training or further education in the first three months of leaving school) since 2019-20 (92.5%). There has been a small increase in the figure for 2024/25 (up to 95.7%) and we remain ahead of our target (95%). We will continue to be relentless in securing appropriate pathways for our young people.





KPI Name	RAG	Value	Target	Direction of travel
% Receiving funded EL & Childcare (preferred model)	On target	91.2%	85.0%	Improving



We also monitor services for children under school age, and whether parents and carers get their preferred model (e.g. forest kindergarten, childminder, full year or term time settings) as this can affect their employment. Parents apply to their first choice setting and include their second and third choice on the application form. This allows us to monitor waiting lists and review capacities if required.

We ask for parents' experience of the Early Years service every two years. In our 2023 survey, 91.2% stated they received their first-choice of **preferred model**, which is an increase of around 15% from when we asked this question in our survey in November 2021. We have increased availability and level of flexibility in local authority settings with more options for parents to access their entitlement. flexibility in places offered and how funding is accessed. These changes better meet the needs of parents as while some people prefer funding across the whole year, others prefer funding to be focused during school term time only.

Due to this high level of satisfaction, we opted not to ask this question in the most recent survey run in November 2025. Moving forward we will instead focus on the assessment of quality for settings as undertaken by the Care Inspectorate.

Children’s services

We support families to ensure that children are safe, well and thriving. We aim to ensure that all children and young people should be enabled to live within their own families and communities and protected from harm.

We focus on the rights of the child but sometimes we need to put in place formal measures supporting children and young people through the child protection system or through alternative care arrangements. When we do, we make sure that the welfare of the child is paramount; the child is listened to and that we intervene as little as possible.

Below we have included several measures to show how we support and safeguard young people.

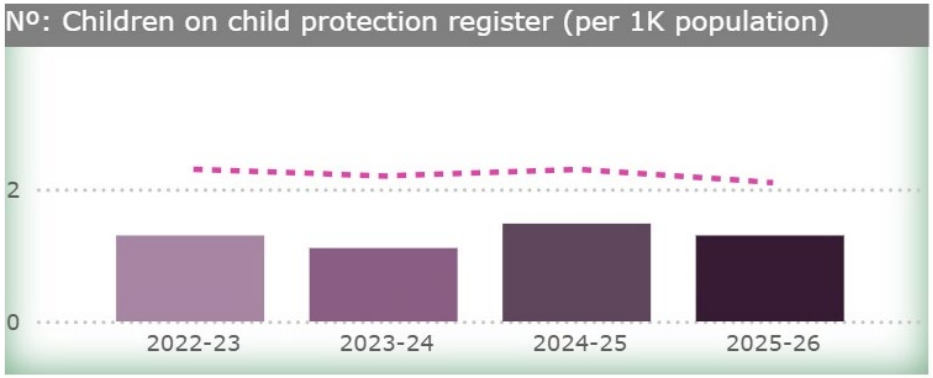
KPI Name	RAG	Value	Target	Direction of travel
Nº. Children on child protection register (per 1K population)	On target	1.3	2.1	Improving
Looked after children (per 1K population)	On target	10	11.7	Maintaining
% Children’s Services cases that are allocated	Within 5% of target	91.9%	95.0%	Maintaining
% Children with 3 or more placements in a year	Within 5% of target	5.7%	5.0%	Maintaining

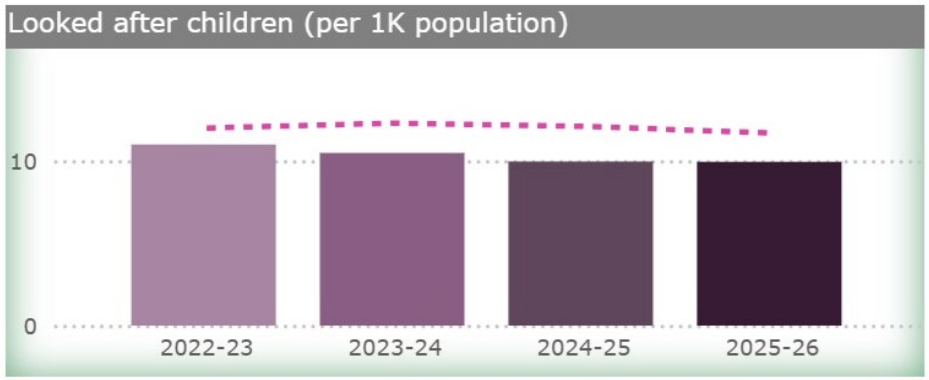
Families continue to face challenges in terms of food and fuel poverty, the housing crisis and the general cost of living. These impact on the emotional wellbeing, capacity and resilience of families. We work in partnership with other agencies to support families who are struggling to enable children and young people to remain safely in their own family and community whenever possible. At any one time we support around 3,000 children and one way to capture how we support these families is by tracking changes in our rates of Looked After Children and children on the Child Protection Register and comparing to national trends.

The **rate of children on the Child Protection Register** shows a slight decline from 1.48 in March 2025 to 1.3 per 1K population in March 2026 and remains ahead of our target (the national average at 2.1). The slight fluctuations in rates over the last four years seen in Edinburgh are also reflected in the national picture.

We continue to consider, with our partners on the Child Protection Committee, why numbers of children registered on the Child Protection Register have fallen. So far there is no single reason being clearly identified. However, there is a sense locally that relationships between our social work teams and with wider partner agencies involved in the IRD process are improving. This is leading to individuals having more confidence to challenge when a decision is taken to register a child on the Child Protection Register over considering other measures to reducing risk and keeping children safe.

Our **rate of Looked After Children** also continues to gradually reduce showing a decrease from 11 in March 2023 to 9.95 per 1K population in March 2026. The rate of decrease is slowing but this is





similar to what is seen nationally, and we remain ahead of our target (the national rate).

We have completed our review of our Children's Services and are implementing changes in May 2026. This review has enabled us to assess how we work, and change our team set up to reflect need. We are closely monitoring the impact of these changes and are committed to continued improvement. Our focus remains on working

with families in partnership to reduce risk and improving outcomes for children and young people.

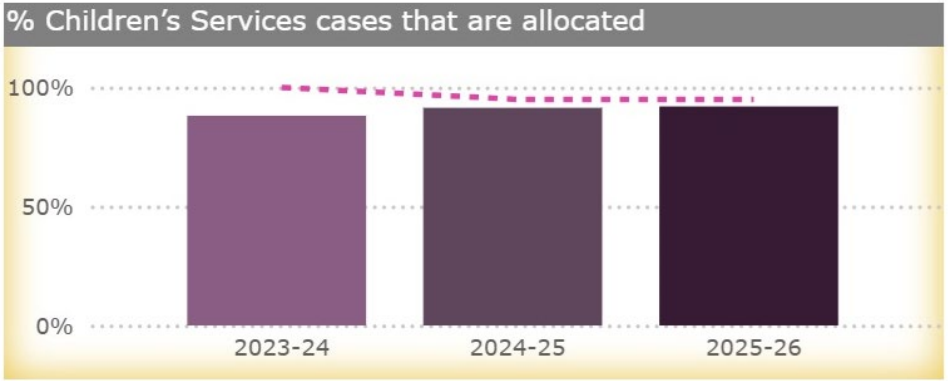
We also track the impact of our actions through two other measures: the ‘percentage of children and young people allocated to a named worker’ and ‘percentage of children who had three of more placements in a year’.

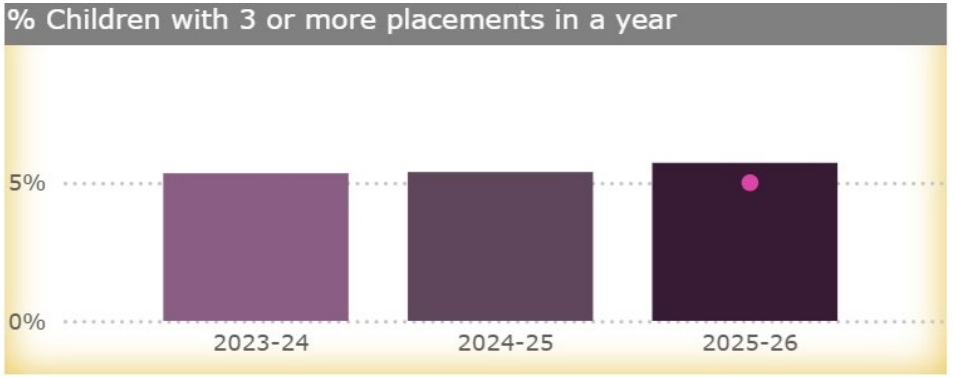
The percentage of children and young people allocated to a named worker has risen slightly from 91% in March 2025 to 92% in March 2026 so we continue to make progress but have not yet reached our target of 95%.

We continue to make progress on our Children’s Services Improvement plan. However, recruitment remains a challenge for us but that is also the picture nationally.

There is a commitment to ensure all children and young people are allocated to a named worker as per the needs of the child. Our practice standards are now embedded within children’s services teams where there are clear timescales for children to be allocated to a named social worker. Our team, that deals with all new referrals, screen each case and cases requiring ongoing work are allocated within the assessment team as timeously as possible. We are tracking how well we are doing allocating cases on a monthly basis. This allows us to identify and address any areas of concern and drive service improvement.

The aim of Child Protection Resource is to allocate cases with child protection concerns within 24 hours. However, due to staffing shortages this is not always possible, but we respond to all cases





immediately with the child(ren) being formally allocated within 1 week.

Moving between placements for children is disruptive, so we aim to minimise this wherever possible. In 2025/26, 5.7% of **children had three or more placements in a year** which means we were just behind our target this year.

We are making progress implementing Edinburgh’s My Home - Children’s Services Plan. We have set up Eidyn House which is an

emergency residential and outreach resource. This service reduces the need to place young people into our community residential houses on an emergency basis. The Eidyn House model offers an opportunity for assessment of the young person's needs to either support a return to their family network or move to a suitable placement on a planned basis.

There is a national trend of reducing number of foster carers which is reflected here in Edinburgh and has a direct impact on the number of placements moves experienced by young people, particularly those accommodated on an emergency basis. Foster carer fees have been increased to support recruitment and retention.

Communities

We provide a wide range of services to communities in Edinburgh from library resources to keeping people safe. It is key that we ensure equal access for everyone and one of our Business Plan objectives is focused on ensuring that people can access services locally.

Our libraries are at the heart of our communities for many. They provide not only a place to borrow books, but a place for groups to meet, access the internet and engage with services. Our library services adapted during Covid-19 restrictions by expanding the use of digital and online library services.

People's views remain important to us and so we regularly consult and engage on our service proposals to make sure people can be involved in our decision making on the issues that are important to them.

Below we cover a range of measures that show how we are performing across our community services.

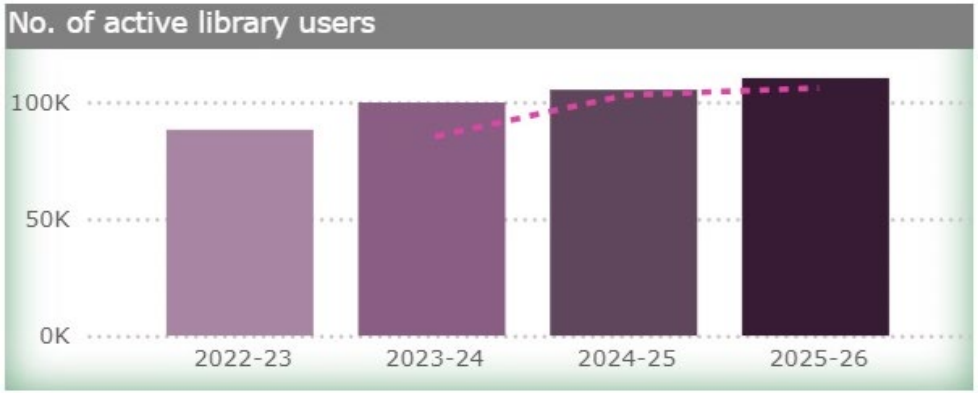
Libraries

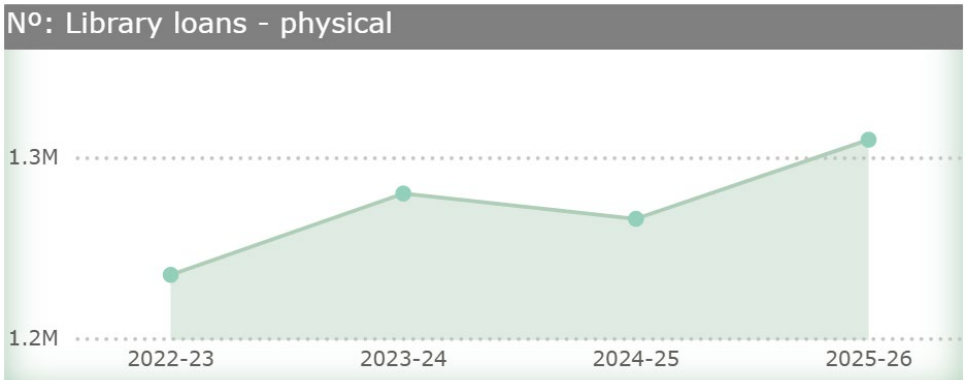
KPI Name	RAG	Value	Target	Direction of travel
No. of active library users	On target	110,272	106,000	Improving
Nº. Library loans - physical	On target	1.31M	1.3M	Improving
Nº. Library loans - digital (e-books and e-audiobooks)	On target	453,256	450,000	Improving
Nº. Digital downloads and streaming	On target	4.M	3.9M	Improving

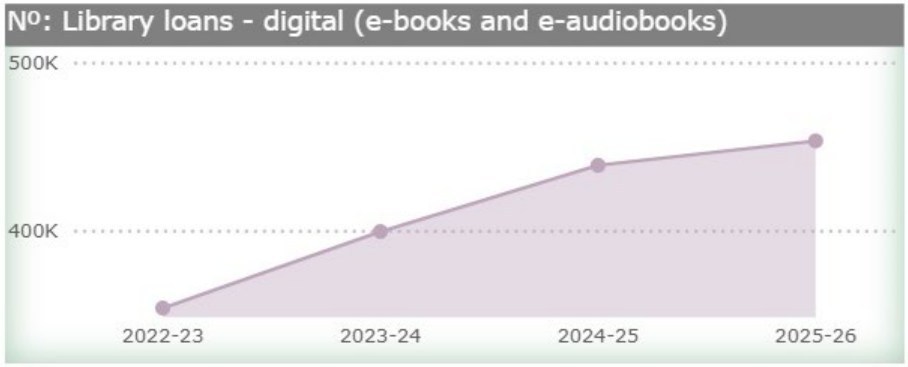
The number of people using our libraries, in person or online, has continued to gradually increase over the last year. The **number of active library users** at over 110,000 is above our target for 2025/26. This is also above our pre-pandemic level of 101,098 in 2018/19. **Our physical loans** grew slightly in 2025/26 to 1.31 million (up from 1.28 million in 2023/24), while our **digital** (**e-books and e-audiobooks**) and downloads and streaming continues to grow rapidly, showing the ongoing appetite for online material. **Downloads and streaming** continues to grow with over 4 million in 2025/26.

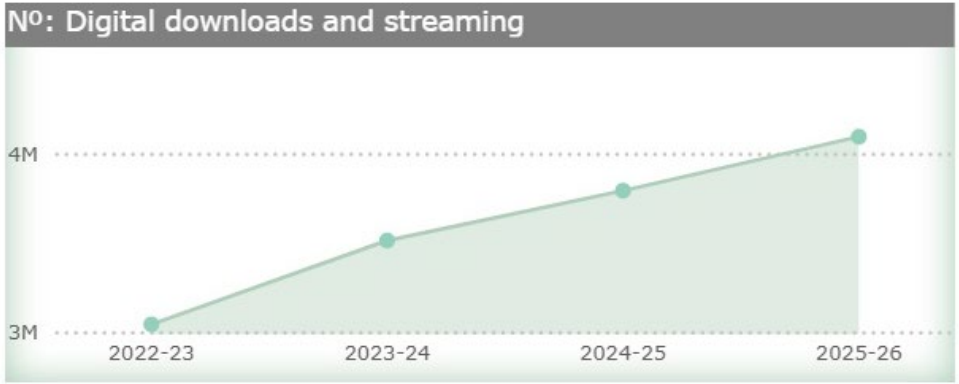
We know that our libraries are important to their local communities. While our popular library in Blackhall remains closed due to the discovery of Reinforced Autoclaved Aerated Concreate (RAAC), we have set up a temporary library beside Davidson Mains Primary School which is now open.

Our library service is undergoing change making it fit for the future. The Future Libraries Strategy for Edinburgh 2025-2030 was shaped by feedback from citizens (over 19,000 responses to our consultation). This sets out how we will continue to respond to the changing needs of the city's population and the ways that people choose to access our library services.







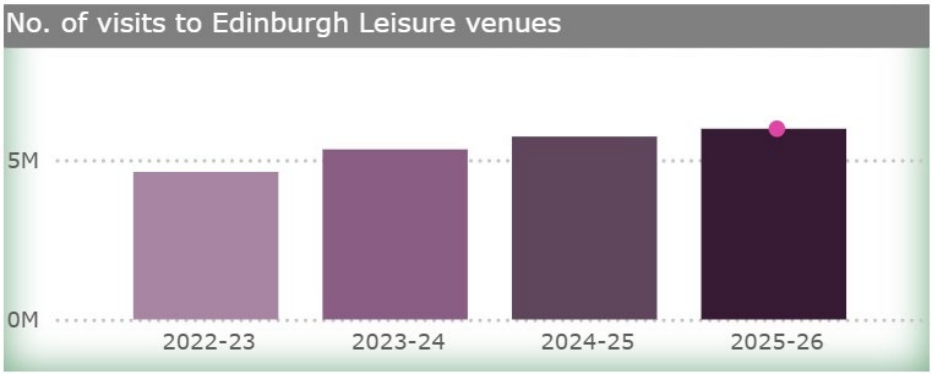


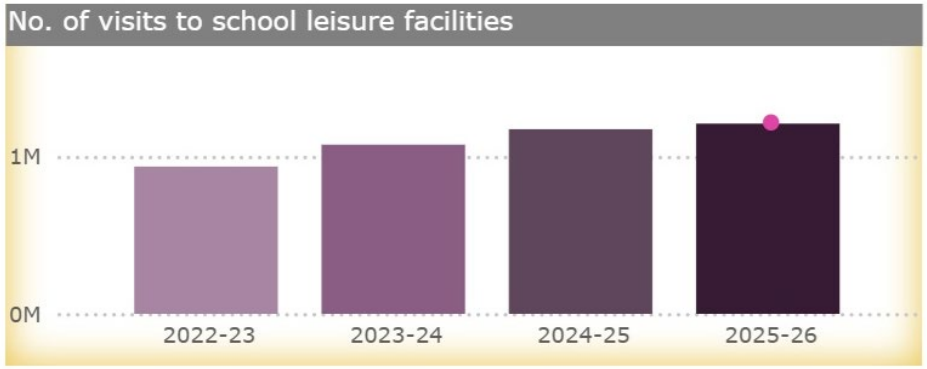
Leisure

KPI Name	RAG	Value	Target	Direction of travel
Nº. of visits to Edinburgh Leisure venues	On target	5,976,167	5,912,329	Improving
Nº. of visits to school leisure facilities	Within 5% of target	1,210,270	1,217,765	Improving
Nº. of people supported through Edinburgh Leisure's Active Communities service	On target	15,764	14,500	Improving

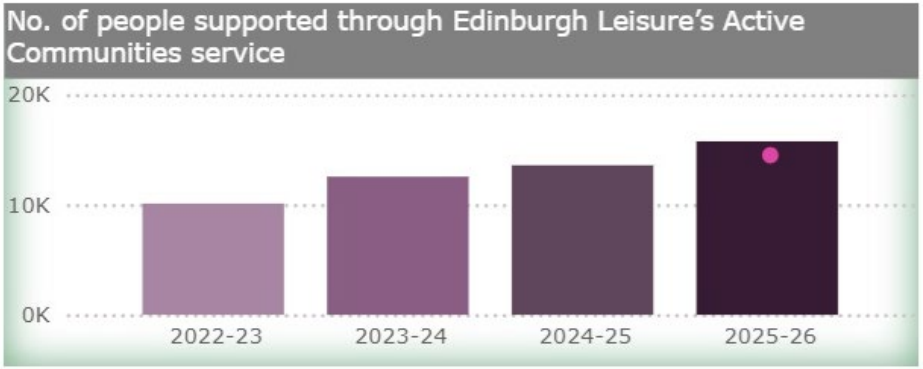
We achieved close to 6 million **customer visits**, beating our target of 5.9 million and an increase on the 5.7 million visits achieved in 2024/25. Customer experience is consistently high with around 90% customer satisfaction.

Although we have not met our target for **school visits**, we have still seen a 3% increase on last year, which can be attributed to growth in non-sport hires. We have been the impacted by significantly reduced activity at Wester Hailes during the period of refurbishment, temporary closures at some schools and the delay in opening the new Currie High School.





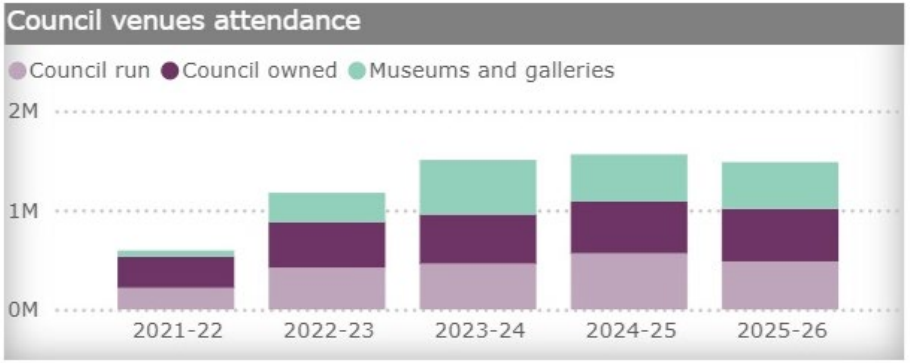
During 2025/26, our **Active Communities service** supported 15,764 individuals, generating more than 203,000 visits. Most of the engagement was through gym, swimming, and fitness classes. Participation was broadly balanced by gender, with 54% female, 42% male, with 4% not recorded. From referrals made to our services, 38% were received from participants living in SIMD areas 1 and 2.



Culture venues

KPI Name	RAG	Value	Target	Direction of travel
Council venues attendance	Monitoring only	1,483,728		Not applicable

Until this year, we'd had continued growth in the number of visits and attendances **at our cultural venues** following the closure of these during the COVID-19 pandemic in 2020. Total attendances have still nearly totalled 1.5M, however some temporary closures for refurbishments through the year to venues like the Usher Hall and Nelson Monument have contributed to a 5% drop. We are progressing a transformation project that is focused on creating museums which are financially sustainable, presenting collections and exhibitions of quality, ensuring that venues are accessible for all and supporting net zero ambitions. Key part of the project will aim to deliver increased revenue, rationalise building use and deliver a new collections centre.



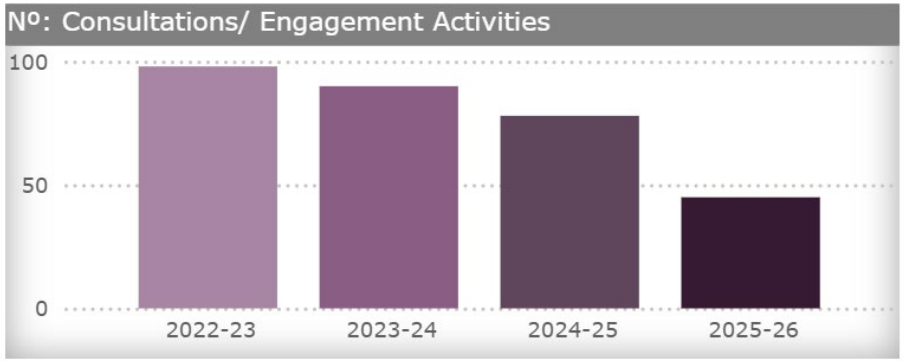
We ran the Edinburgh 900 series of events and activities across 2024 and 2025 from a wide range of locations in the city. This series told the story of Edinburgh's through the centuries from the 12th century City of David right up to the 21st century, the City of Diversity. Some of the events we ran with partners and community groups included talks and a lecture programme at the City Art Centre, an Exhibition on David I's transformation of 12th Century Scotland at the Central Library and St Giles Cathedral: 900 voices, an ever-evolving experimental sound installation created from the diverse voices of Edinburgh's communities.

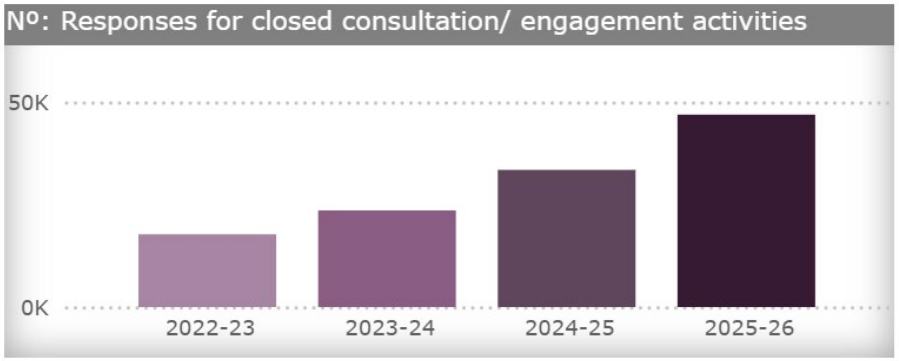
Involving people

KPI Name	RAG	Value	Target	Direction of travel
Nº. Consultations/ Engagement Activities opened in period	Monitoring only	45		Not applicable
Nº. Responses for closed consultation/ engagement activities	Monitoring only	46,964		Not applicable

We continue to involve communities and individuals in our decision making by running consultations and engagement activities. Consultations are the formal time limited way we ask for people's opinions on a specific proposal. Engagements are the various informal ways we gain feedback from communities and ensure people's voices are heard which help us develop services and policies. In 2025/26, we have run 45 **consultations and engagement activities** and in total have received 46,964 **responses**.

Topics we have asked about in the last 12 months include: Firework control zones, active travel in Currie and Marionville, our affordable housing policy, local events open fund (offering funding for local cultural events); tenants' views on the rent they pay, charging for social care services, new primary and nursery school proposals in Queensferry, funding local projects in Leith through Leith Chooses, mobile phones in schools and we received over 11,000 responses on the proposals for Trams from Granton to Edinburgh Royal Infirmary.





Keeping people safe

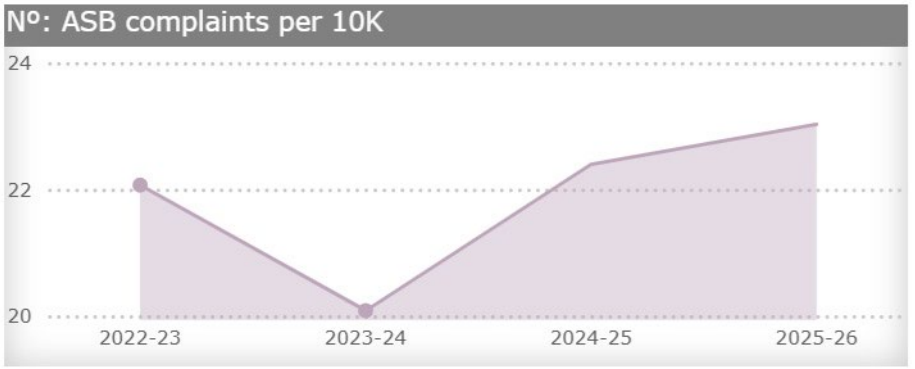
KPI Name	RAG	Value	Target	Direction of travel
Nº. ASB complaints per 10K	Monitoring only	23.03		Declining

After several years of decreasing numbers, the **rate of antisocial behaviour complaints** has risen for the last two years. We received 23.03 per 10,000 population in 2025/26 up from 19.9 per 10,000 population in 2023/24.

Nuisance Behaviour, which includes noise complaints, remain the main reason for ASB complaints. We often find in our investigations that those making the complaint or being complained about are part of a complex household situation that could benefit from a variety of interventions.

Our Household Support service has been held as a positive example of how to approach household ASB. This involves approaching ASB through a preventative, holistic, systemic lens that draws on early intervention approaches such as using a mediation approach, formal mediation, and a Housing Support approach to addressing the support needs of households.

We work with a range of partners across the Community Planning Partnership to tackle anti-social behaviours, and work in communities to resolve the concerns of harassment and threatening behaviour. As these are complaints with potential criminality, our closest working partner is Police Scotland, however we also support



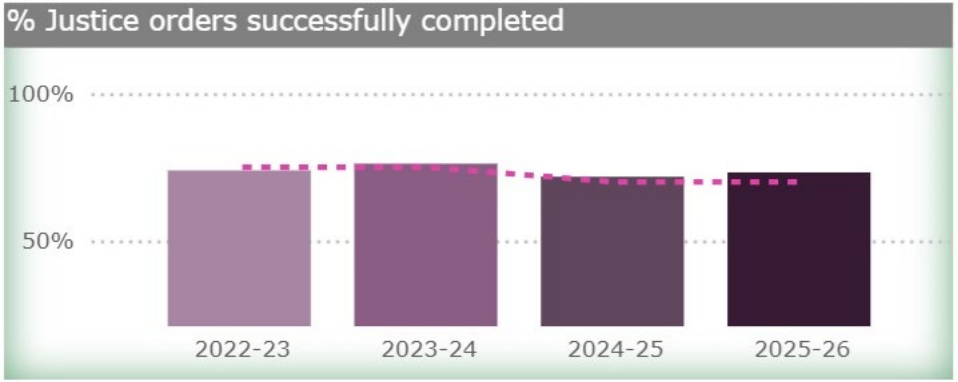
some Registered Social Landlord (RSL) colleagues in dealing with these issues where appropriate as part of a partnership response.

KPI Name	RAG	Value	Target	Direction of travel
% Community Justice orders successfully completed	On target	73.3%	70%	Maintaining

We support people who have offended to remain engaged with their community justice order until it is completed. Our **percentage of community justice orders successfully completed**, at 73.3% in 2025/26 remains ahead of our target of 70%. We work hard to keep offenders engaging with their orders requirements throughout the length of their orders. Engagement with order requirements is one factor found to reduce the likelihood of reoffending.

We support people through 1-1 and/or groupwork to engage and comply with the requirements of their orders. Successful completions can vary monthly, as the number of orders completing monthly vary due to start date and length. There are also factors beyond our control which can impact on the number of successful completions each month such as the make up of the cases that are seen in court. For example, one month, there may be more orders revoked following breach compared with successful completions. Initiating breach procedures demonstrates our active management and response to compliance issues.

We continue to develop and adapt our services to better support people to engage with their Orders. This includes offering a range of interventions that not only address immediate needs such as mental health and/or substance use/alcohol dependency, but support people to develop resilience, and to make longer term positive change to their lives. We have worked collaboratively with our Third Sector partner Cyrenians to deliver a community garden project that actively



encourages teamwork through its landscaping and green space maintenance projects; teaching participants transferable skills that open up opportunities into employment and volunteering.

We also worked in partnership with the Wise Group, offering a Community Payback Order (CPO) Connect online personal development program to people completing CPOs. The program delivers 1:1 and group tailored supports where participants can choose to engage with a variety of topics to suit their needs and interests. Courses offered include benefits and budgeting, job searching and interview skills, and overcoming life's challenges. Sessions are flexible and offered at weekends, daytime, and evenings, enabling participants to access courses around their commitments and at a time that suits them.

Building on our successful collaboration with Edinburgh Community Food working with women in the justice system, we have developed a weekly intervention for men within our Justice Pathways Service, focussing on the links between healthy eating and wellbeing. Men in the justice system are supported with nutritional advice and encouraged to develop basic cooking skills to facilitate healthy eating and to access healthy food on a budget. The sessions take place in a welcoming and supportive environment providing further motivation to engage with justice services interventions.

Our Willow Service offers diversion from prosecution to women in the Justice System. Women supported have access to proactive practical support and assistance means from Justice workers alongside a multi-disciplinary team. This gives them access to both short term intervention as well as linking them into on-going support or activities. This continued support enables them to address issues that gave rise to their involvement with Justice Services in the first place.

Our Court Team continues to creatively respond to the population of people whose bail is opposed and those who may be at risk of remand, as well as supporting those with welfare needs who are appearing from custody in the Court. The Court Team have adapted how they work together resulting in assessments and reports being completed faster. This leads to reports being submitted before the case is heard and enabling the maximise the use of bails supervision.

We continue to quality assess our work and implement improvements to provide better outcomes to those we support. For example, we have changed our practice around the information provided in court reports for domestic abuse offences, choosing now to provide more history in all cases. This has resulted in a significant rise of the use of a CPO with a Caledonian Requirement in Edinburgh. This is the right direction of travel and in line with national guidance, given this is the accredited programme where the approaches used for working with individuals are evidenced based. Alongside this, is an increase in the number of women who are support through our Willow service as a result of their male partner's domestic abuse. Approximately half of the women engaging with us complete a safety plan. This is a major contribution to the Equally Safe agenda as now every woman has access to this from Justice Services.

We are also developing a group approach specifically for men who have been convicted of internet-mediated sexual offending. The Scottish Government have expressed an interest in what we are doing to feed into their work to develop a national approach.

Finally, our focus on embedding trauma informed approaches continues. This includes Survive and Thrive (Stage 1 trauma intervention); Reaching in and Reaching Out; Health group; SMART Recovery; Stepping Stones (to support emotional regulation), Catkins – a nutrition group that is a collaboration delivered by Edinburgh Community Food and Willow Peer Supporters and Peer Support group programme for survivors of Domestic Abuse.



Climate change

We are making steady progress to reduce our carbon emissions and adapting Edinburgh to make it more resilient and sustainable for the challenges ahead. However, we are not moving fast enough to meet our net zero by 2030 ambitions – one of our Business Plan priorities.

We monitor our progress by measuring the level of our greenhouse gas emissions.

KPI Name	RAG	Value	Target	Direction of travel
Council emissions (in thousand tonnes of CO2e)	Monitoring only	61.04		Maintaining
% of bronze + sustainability labels for all new completed buildings	Monitoring only	91.5%		Not applicable
% of electric vehicles in Council fleet	Monitoring only	21.0%		Improving
Number of new trees planted	Monitoring only	24,038		Declining

Our emissions amounted to 61.036 ktCO2e in 2024/25 which returns us to a similar level seen in 2022/23 after a slight rise in 2023/24 to 62.19. Over the longer term, our Council emissions have reduced by 68% since 2005.

We are responsible for around 3% of the city's emissions and our Emissions Reduction Plan (CERP) annual progress report, sets out the actions we are taking. Our emission figure for 2024/25 is a decrease of 2.27% from the previous year and is largely due to corrections being made to the national methodology for greenhouse



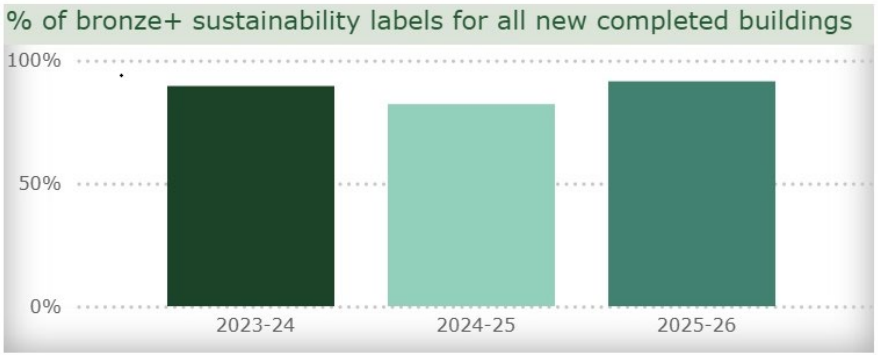
gas emissions calculations. However, how we are managing our estate is also contributing. For example, we have;

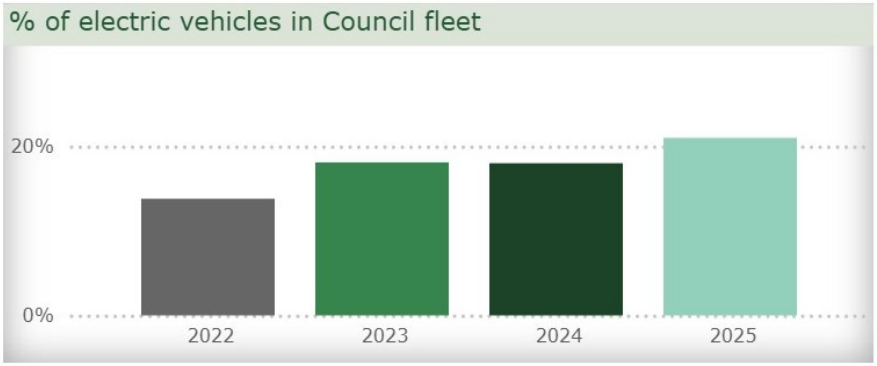
- opened Currie High School, one of Scotland's first Passivhaus schools;
- continued to deliver a programme of whole house retrofit across both council owned and mixed tenure properties throughout Edinburgh
- reduced our reliance and consumption of gas and gas oil in our buildings;
- transitioned around **21% of our fleet to electric** therefore reducing diesel consumption;
- reduced our usage of cars and taxis for business travel,

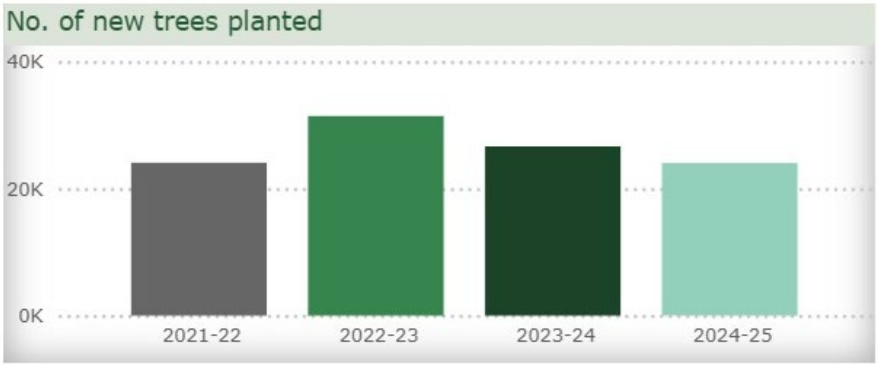
Within the last year Edinburgh has again been recognised at national level for our action on climate. In 2025, Edinburgh remained one of the leading cities outside of London for climate action scoring 65% in the Climate Action Scorecards, up from 58% in 2023.

Focusing on reducing emissions from buildings and transport within the city remains both a key priority and challenge for decarbonisation. Ensuring a just transition in our journey to Net Zero relies on us continuing to work in partnership with communities and organisations across Edinburgh through the Edinburgh Partnership and Edinburgh Net Zero Leadership Board.

More detail can be found in our Public Bodies Climate Change Duties Report.







Of the 1,277 new homes completed in 2025/26, 1,168 (or 91.5%) were **built to bronze+ or above sustainability standards**. Currently people need to build to a bronze standard, so we monitor the proportion of the new homes that are built to a higher level of sustainability.

Over 24,000 **trees were planted** over the winter of 2024/25 (finalised figure), which continues our progress toward becoming a Millon Tree City.

Other actions we are taking include:

- a renewed i-Tree Eco Survey was undertaken during summer 2025. It will provide the first comprehensive update on Edinburgh's urban forest since 2017. Forest Research is currently analysing the data which will help inform our future planting work.
- we launched the Canopy Communities project thanks to funding from Future Woodlands Scotland. This partnership project between Parks and Open Spaces, Housing and local community organisation Granton Community Gardeners aims to increase canopy cover across priority neighbourhoods on underused housing land.
- in March 2026 CGI, together with The Lord Provost of Edinburgh, Councillor Robert Aldridge, and volunteers from the local authority, planted 700 trees in Edinburgh's Hunters Hall Park.



Customer and Corporate Services

It's important that when people get in touch we respond quickly – whether it is answering their questions, processing their requests for financial assistance or putting them in touch with the most appropriate service.

Modernising and streamlining our processes to deliver better outcomes for people, and a more secure and efficient organisation is one of the objectives in our Business Plan.

Below we report on a range of measures to show how we are performing when people get in touch with us as well as highlighting some of our processing, administrative and service functions that support our public facing activities.

Customer contact

KPI Name	RAG	Value	Target	Direction of travel
Nº. Calls handled	Monitoring only	40,766	N/A	Not applicable
% Calls answered within 60 Seconds (Customer Hub)	On target	66.0%	60.0%	Maintaining
% Abandoned calls	On target	8.9%	10.0%	Declining
Customer hub satisfaction	On target	75%	75.0%	Maintaining

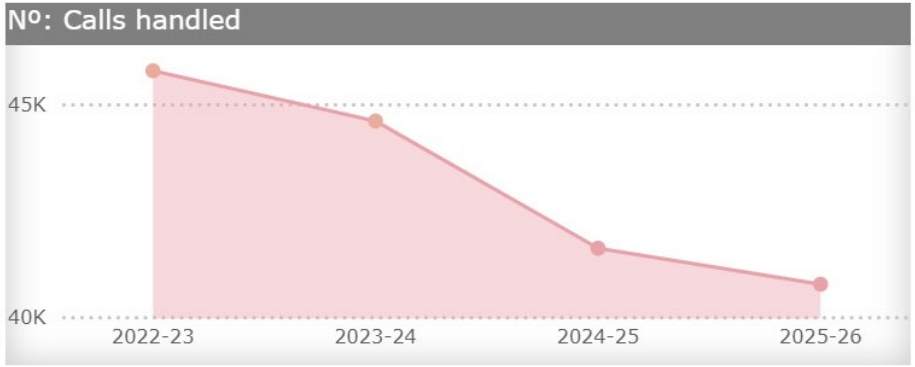
How people want to get in touch with us continues to change. While some people choose to use email, online forms and webchats, you can still contact the Council by phone or speak to us face to face. These options ensure everyone has a convenient method to get in touch.

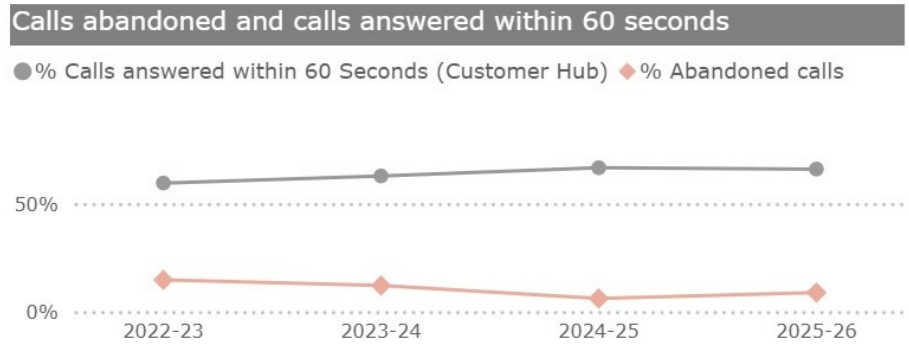
Since 2021/22 the **average number of calls per month** has continued to reduce, with people choosing to use the convenience of online contact. However, we still receive over 40,000 calls each month and answer 66% of those **calls within 60 seconds** against our target of 60%. This measure has seen a gradual long term improvement with 56% of calls answered within target in 2021/22.

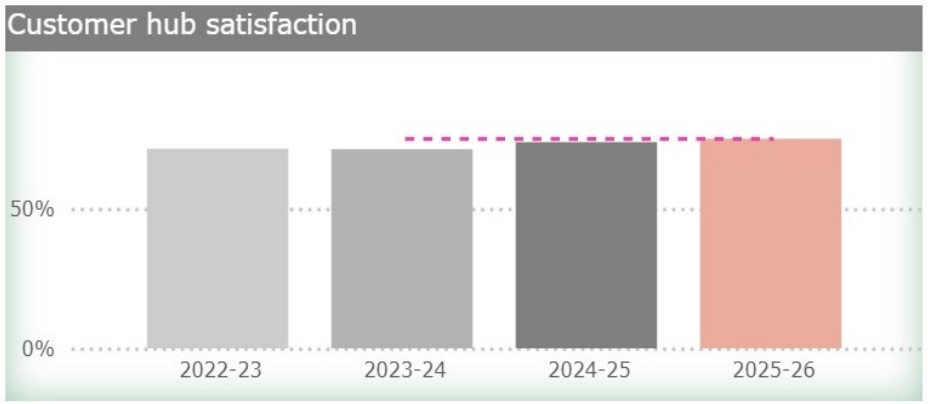
During 2025/26, 8.8% of calls were **abandoned by the caller** before they were answered. This is ahead of our target of 10% but slightly more than figures in 2024/25 (6.2%). However, **Customer contact satisfaction** has improved again this year, with a score of 75% in 2025/26, meaning we've met our target.

Satisfaction survey responses are analysed to inform the contact methods we offer, shape training and drive improvement actions. Satisfaction levels are influenced by the ease and outcome of the contact (for example, did the person receive the service they expected). As a result, our Customer team shares feedback with the appropriate services to improve the overall customer experience.

Our contact centre continues to develop how they work to enable calls to be quickly assessed and allocated to the right team to review and complete any follow up actions. We focus on first contact resolution, with an emphasis on understanding and resolving the customer query as early in our processes as possible. We continue to use appropriate technology (webchat, automated chatbots, online







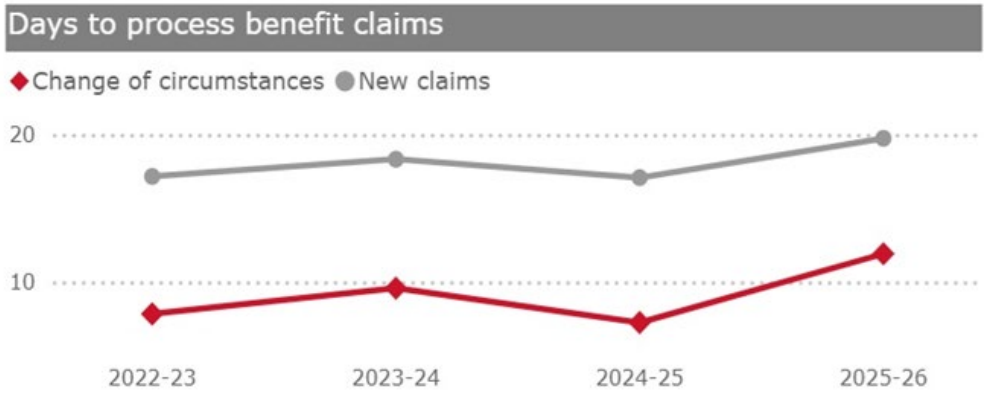
forms, text links to website) to allow customers to self-serve 24 hours a day.

Customer transactions

KPI Name	RAG	Value	Target	Direction of travel
Days to process: New benefit claims	On target	19.8	28	Declining
Days to process: Benefit change of circumstances	Within 5% of target	11.9	8	Declining
Days to process: Crisis grant scheme applications	On target	2	2	Maintaining
Days to process: Community care grant scheme applications	On target	13.3	15	Declining
Days to process: Discretionary Housing Payment claims	Over 5% from target	36.9	32.5	Declining
Discretionary Housing Payment claims	Monitoring only	£7.5M		Not applicable
Amount paid in Scottish Welfare fund grants	Monitoring only	£3.8M		Not applicable
Net amount paid in housing benefit	Monitoring only	£169.4M		Not applicable
Amount paid in Council Tax (reduction)	Monitoring only	£30M		Not applicable

Cost of living pressures continue to drive demand for financial support to meet day to day living expenses. We saw increased demand for all Council support grants in 2025/26, including paying out £3.8 million in welfare grants, £7.5 million in housing payment support and £30m to reduce households Council Tax payments.

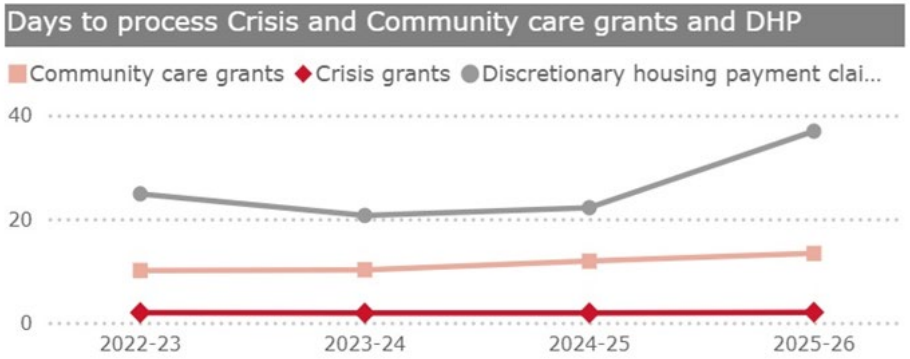
Other means of support are provided throughout the years, for example, applications for free school meals and clothing grants are largely submitted and processed in June to ensure parents have funds

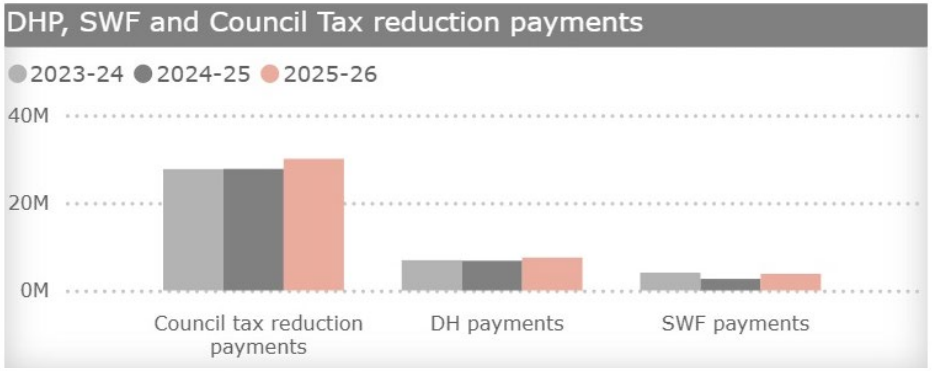


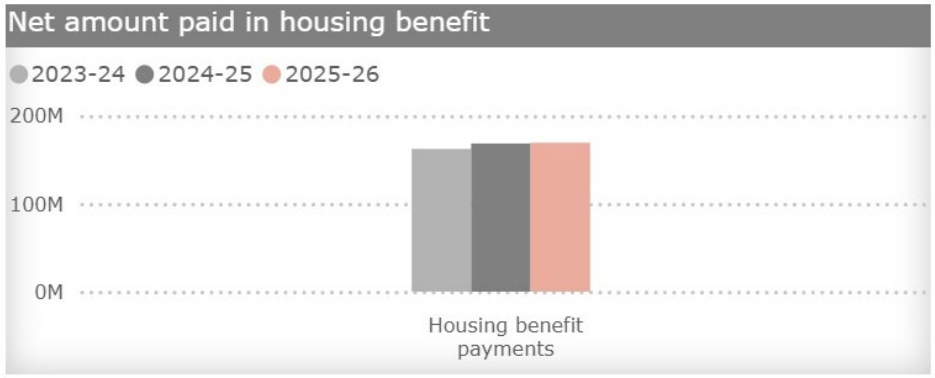
to purchase school uniforms in advance of the new school year. To support this work, we continue to develop a single financial assessment to make accessing support as simple as possible as well as automating over 6000 awards. Work is also ongoing to develop a wider financial health check, supported by appropriate advice agencies.

Processing times for **crisis grants** (2.0 days in 2025/26 compared to 1.9 days in 2024/25) and **community care grants** (12 days in 2024/25 and 13 days in 2025/26) have been consistent over the last five years and both remain within target. Processing times for **new benefit claims** and **changes of circumstance** have fluctuated over the last four years with both showing an increase in processing times in 2025/26 (from 17 days to just under 20 days for new benefit claims and from 7 days to 12 days for changes of circumstance). This is largely due to managed migration to Universal Credit reducing automation in the service and unavoidable delays in data flow due to Universal Credit administration.

The time taken to process **discretionary housing payments** also increased to 37 days in 2025/26. Our performance reflects us dealing with a large number of changes introduced to national scheme as well as late announcements of additional funding streams leading to multiple complex assessments. Universal Credit also impacts on days to process due to accurate and timeous data flow. This measure is assessed against a variable target that takes account of predictable fluctuations in demand throughout the year, including periods when application volumes and reassessments are significantly higher. Alongside DWP data matching challenges; this has created the need for more manual case interventions across the entire caseload. We continue to focus on ensuring teams are the right size to support emerging demand and new processes to reduce







time to process across the year. In 2026/27 automation has been introduced alongside repurposing resource to manage peaks. It should be noted that spend for non-mitigated cases was 100% of the funding stream allocated by Scottish Government, supporting citizens facing considerable hardship stay in tenancy and avoid entering temporary accommodation.

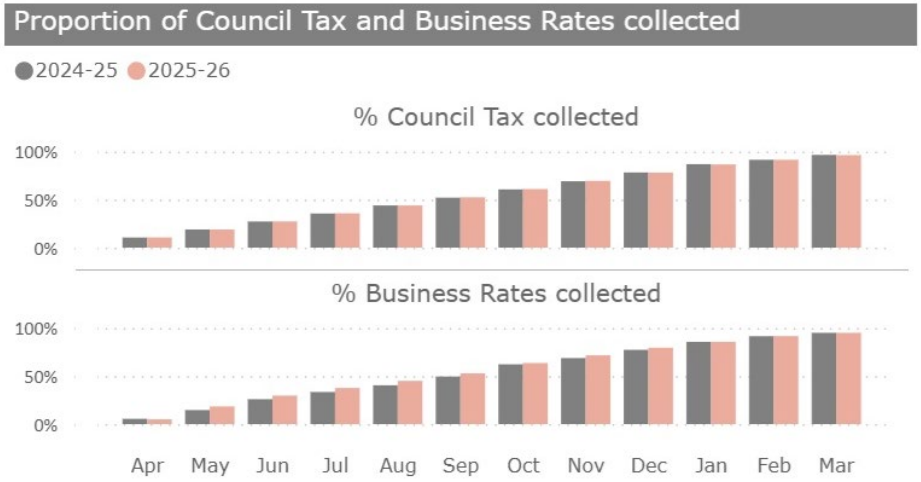
We processed more than £30 million in Council tax reductions (up over 2 million from 2024/25); and saw both discretionary housing payments and social welfare fund payments increase by close to a million this year (£7.5 million for discretionary housing payment and to almost £4 million in social welfare fund payments). All these reflect the financial pressures our citizens are under.

Council Tax and Business Rates collection

KPI Name	RAG	Value	Target	Direction of travel
% Council Tax collected	Within 5% of target	96.3%	96.5%	Maintaining
% Business Rates collected	On target	95%	95%	Maintaining

While collection levels for Council Tax and Business Rates continue to be impacted by wider economic conditions, collection rates for both were largely consistent with previous years. We collected 96.3% (£354m) of **Council Tax due** in 2025/26, compared to 96.5% in 2024/25. The 95% collection rate for **Business Rates** in 2025/26 was the same as 2024/25. This money is used to fund essential Council services.

To support Council Tax and Business Rates collection in 2026/27 we continue to engage with customers who are falling into arrears and offer appropriate assistance and advice. We have also expanded the Business Rates team to bring a greater focus on early intervention activities and tackling rates avoidance.



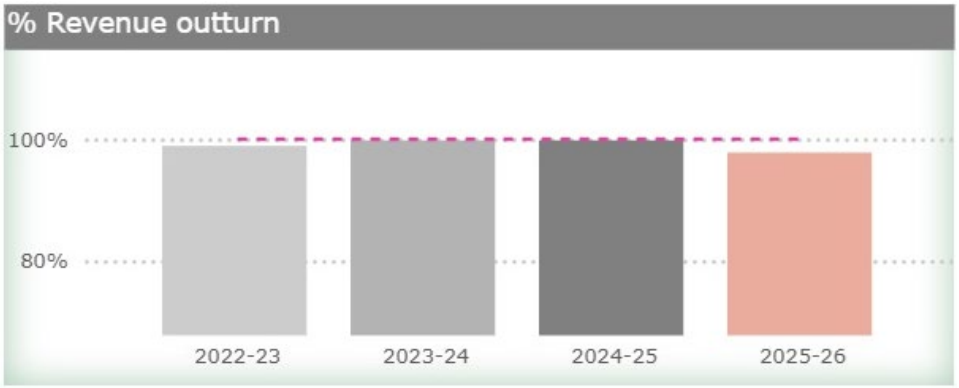
Finance

Managing our finances is vital for us to continue delivery of all of our services. Good governance and financial management continues to ensure that we are managing the pressures from tight budgets and rising costs.

Below we report on measures to show how we are managing our finances; supporting delivery of our Business Plan objectives; enhancing our sustainable working practices and maintaining our financial resilience through developing our Medium Term Financial Plan.

KPI Name	RAG	Value	Target	Direction of travel
% Revenue outturn	On target	97.8%	100.0%	Maintaining
% Revenue spend with contracted suppliers	On target	97.0%	93.0%	Maintaining
% Invoices paid (30 days)	On target	95.9%	95.0%	Maintaining
% Suppliers committed to Living Wage	On target	93.0%	72.0%	Maintaining
% New contracts that have applied Fair Work criteria	On target	93.0%	83.0%	Declining

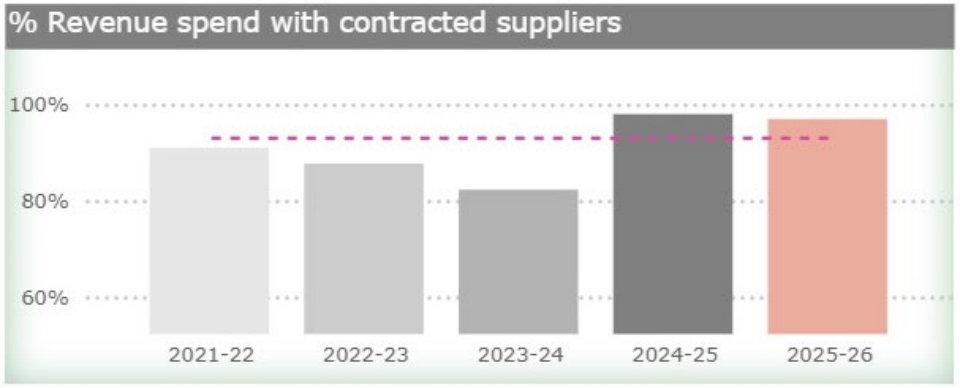
We continue to manage our budget well and our **outturn for 2025/26** was 97.8%. Following the baselining of significant additional investment as part of the approved budget, all Directorates maintained expenditure within budgeted levels this year. There were underspends in Place (£4.8m) and Children, Education and Communities Services (£3.4m) which were the main elements of an overall General Fund services underspend of £9.3m. This is the position after a transfer of an in-year Edinburgh Integration Joint Board (EIJB) underspend of £2.1m to reserves in accordance with the Scheme of Integration.

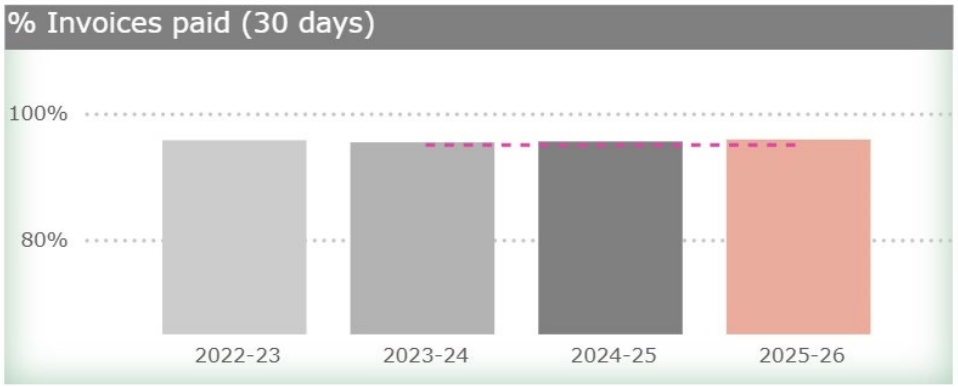


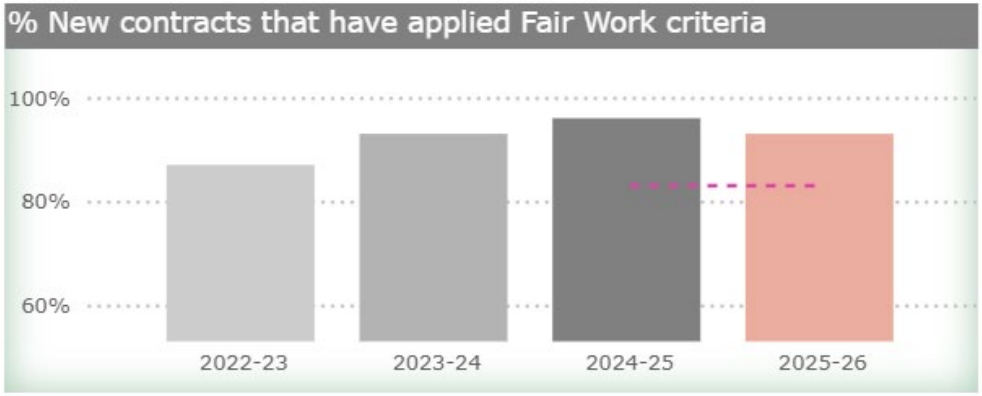
As agreed in the 2026/27 budget, £6m of this underspend has been set aside to create a Homelessness Services-related risk contingency in 2026/27. Savings of £4.1m were also delivered in non-service budgets, including £2.5m of savings following changes to the Council's Non-Domestic Rates empty property policy. Net non-service income of £24.9m was also received in respect of prior years' activities.

In 2025/26 our **percentage of revenue spend with contracted suppliers** remain steady at 97.0% and we are ahead of our target, of 93%, for a second year. We paid 95.9% of our **invoices within 30 days** in 2025/26 compared with 95.6% in 2024/25. This ahead of target performance reflects our ongoing commitment to pay invoices accurately and on time.

We use our contracts with suppliers to support delivery of our Business Plan priorities by focusing on commitments to Fair Work, the living wage and sustainability. The percentage of new contracts that have applied **Fair Work criteria** has fallen slightly from 96% in 2024/25 to 93% in 2025/26 on council contracts. Meanwhile the percentage of our **suppliers that are committed to Living Wage** for council contracts has been over 90% for the last three years. It was 93% in 2025/26.






% New contracts that have applied Fair Work criteria
100%
80%
60%
2022-23
2023-24
2024-25
2025-26


% Suppliers committed to Living Wage
100%
50%
2021-22
2022-23
2023-24
2024-25
2025-26

HR and Information compliance

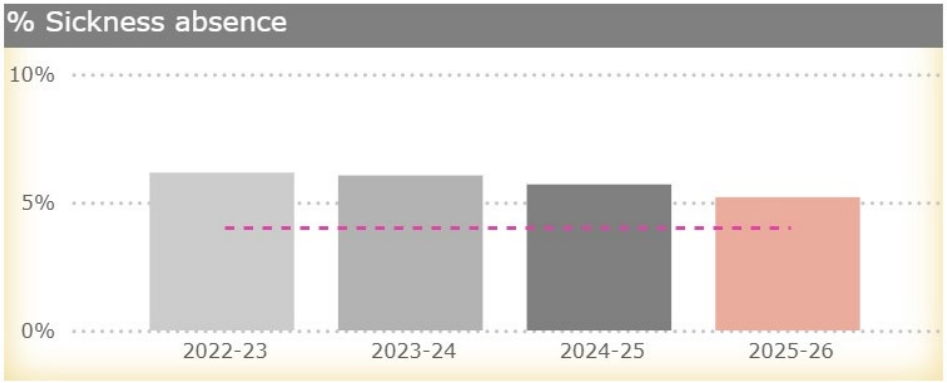
KPI Name	RAG	Value	Target	Direction of travel
% Sickness absence	Within 5% of target	5.2%	4.0%	Maintaining
% Gender pay gap	On target	1.7%	3.0%	Maintaining
% FOIs completed within timescale	Within 5% of target	92.3%	100%	Maintaining

Our workforce are integral to the delivery of our services for residents, workers, and visitors across Edinburgh. Their skills, commitment, and engagement underpin our ability to achieve our strategic aims and maintain high standards of service.

Building Capacity and Skills

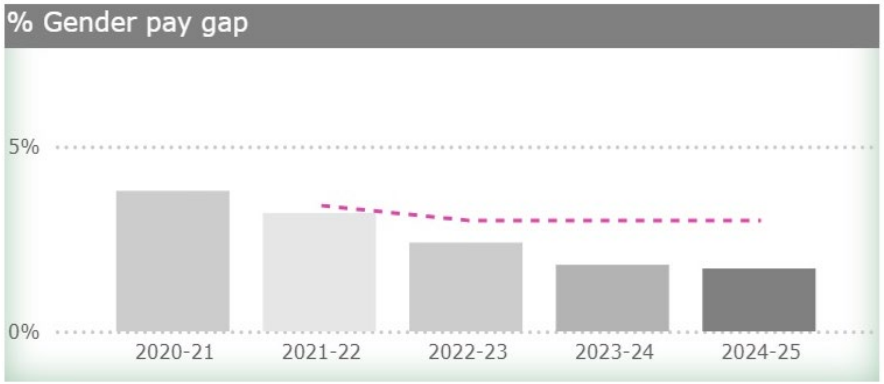
- As of March 2026, our workforce comprised 20,883 colleagues, demonstrating stability and continuity in service delivery. Annual staff turnover was 8.23%, and notably, over 80% of departing colleagues would recommend the Council as an employer, an indicator of positive employee experience and organisational reputation.
- The Oracle Recruitment system was launched in March 2025, enhancing compliance, transparency, and consistency in recruitment processes. We continue to expand self-service capabilities for colleagues, streamlining recruitment, and increasing operational efficiency.
- A comprehensive skills audit involving 1,600 managers provided valuable insights into leadership strengths and areas for development, enabling targeted leadership initiatives. The ‘Being a People Leader in the City of Edinburgh Council’ two-day programme is equipping new and emerging leaders with essential skills in people management, governance, and resource stewardship.

Our 2025 colleague survey confirmed that people recognise and value Our Behaviours and report high levels of confidence in their manager’s leadership, integrity and approachability.



Supporting Wellbeing and Inclusion

- **Sickness absence rates** have improved year-on-year, falling to 5.2% in 2025/26, though our 4% target has not yet been met. We continue to work to address key factors for absences such as stress, depression, anxiety, mental health issues, and musculoskeletal conditions.
- The **gender pay gap** remained at 1.7% in 2024/25, and progress continues in reducing the disability pay gap [from 7.7% in 2024 to 6.7% in 2025). New pilot programmes have been introduced to advance workforce diversification as whilst we are seeing improvements in diversity, the move of individuals into senior roles is an area of focus.
- We launched the Employment Support Service for colleagues with disabilities and long-term health conditions as one way for us to promote equitable access to employment. The introduction of new Workplace Adjustment Guidance further embeds fairness and inclusion within our management practices.
- A new Sexual Harassment Policy, with comprehensive toolkits, was developed and launched in direct response to colleague feedback.
- Our colleague networks support those with protected characteristics to come together to discuss issues they face at work, raise the profile of these issues with senior managers and more widely across the council and share areas of good practice. Our central HR team work closely and support these networks and this year we've created a Colleague Network Charter.
- We started working on our inclusive recruitment approach.



Delivering Efficiently and Effectively

- Workforce Governance Action Plans have been implemented across all services, aligning operational workforce planning with the Council's overarching People Strategy and Business Plan. By the end of 2025, all services had progressed to the 'developing' stage of the Workforce Planning Maturity Matrix, reflecting enhanced workforce management maturity.
- Monthly Corporate Leadership Team Workforce meetings and review of quarterly Workforce Dashboards embed workforce governance at the heart of decision-making, making our progress transparent and data driven.

- The Policy into Practice programme has supported consistent policy application, and refreshed Core Essential Learning ensures all staff understand expectations from day one.
- We saw a 180% increase in digital learning completions (454,655 in 2025). The adoption of digital and blended learning models has reduced the need for travel, physical venues, and printed materials, directly supporting the Council's broader climate commitments.

Recognition and External Validation

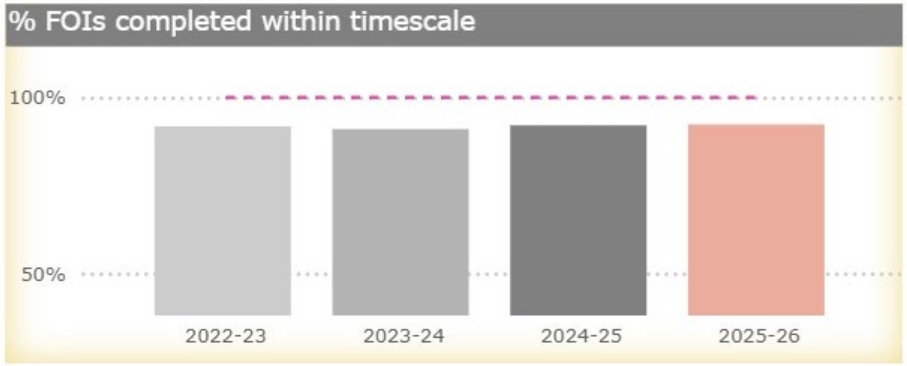
- We attained Bronze Accreditation in Equally Safe at Work, achieved Stonewall Proud Employer status, and introduced an Anti-Racist Charter, demonstrating our ongoing commitment to equality, diversity, and inclusion. These external recognitions validate the positive impact of our policies for colleagues and the wider community.

Continuous Improvement and Engagement

- The 2025 colleague experience survey showed high confidence in leadership, integrity, and approachability.
- Ongoing engagement with Trades Unions, HR networks, and regular reviews help to foster a culture of communication, recognition, and shared purpose.
- The launch of a succession planning pilot will ensure we remain future-focused and resilient.

We continue to make progress in building the capacity, skills, and resources required to deliver high quality services for Edinburgh.

We have received over 5,500 Freedom of Information requests in 2025/26. This is over 750 more than last year and the highest number of requests since the introduction of the legislation in 2005. We continue to complete over 90% within timescale. The statutory target is to complete Freedom of Information within 20 working days, and we always aim to meet that timescale whenever possible. Our response times are impacted by the rise in requests as well as by the complexity of the information asked for.





Environmental Services

Our environmental services are all around us from our roads, lighting the streets, collecting waste and making our open spaces safe and inviting places to visit.

We have met increased demand within tightening budgets and Covid-19 restrictions added pressure on how our services were being delivered. We have started to reinvest in these services in the last couple of years and we have seen improvements in our performance across roads and street cleansing.

On the following pages we report on a range of measures that show how we are performing across our environmental services and give an update on how we are progressing with some of our projects.

Roads

KPI Name	RAG	Value	Target	Direction of travel
% of Cat 1 road repairs made safe in 24 hrs	On target	100.0%	100.0%	Maintaining
% of Cat 2 road repairs in 5 days	On target	91.6%	85.0%	Declining
% of Cat 3 road repairs in 60 days	On target	94.1%	85.0%	Declining
Road Condition Index	Monitoring only	31.6%		Maintaining
Fatal injury collisions in Edinburgh	Monitoring only	1		Improving
Serious injury collisions in Edinburgh	Monitoring only	29.8		Improving
Slight injury collisions in Edinburgh	Monitoring only	66.3		Improving

Edinburgh has over 940 miles of road for us to maintain and we continue to perform well for all three categories of road repairs. In our Business Plan we set out our ongoing commitment to maximizing the impact of investment in our roads. As part of the budget approved by Council in February 2025, we secured an additional £12.5 million annual investment in roads, pavements, lighting and drainage improvements for 2025/26.

We continue to perform well at **repairing our roads** within timescales (over 90% for all three categories). However, while we continue to repair 100% of **Category 1 (repairs made safe in 24 hours)** within timescale, our performance for **Category 2 and 3 (repairs made safe in 5 days and 60 days**) dips slightly in 2025/26 (to 91.6% for Cat 2 repairs and 94.1% for Cat 3 repairs.

There is always an increase in the number of defects requiring repair in the Winter months. In 2025/26 we saw an increase from around 80 per month in April to September up to 125 per month in October to December. This increase in demand resulted in the drop in our performance, particularly in Category 2 repairs, across the year.

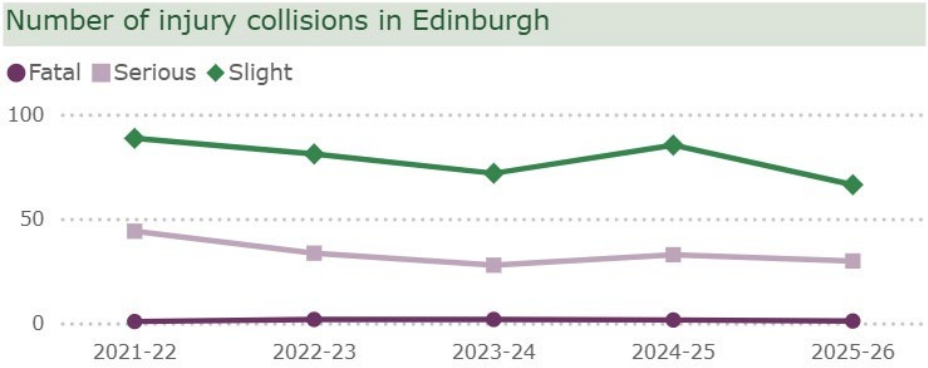
In 2025/26 we treated over 300,000 m2 of roads and 50,000 m2 of pavements and paths. Our **road condition index** rose slightly 2025/26 to 31.6% up from 29% in 2024/25 but lower than the peak of 36.2% in 2021/22. We aim for continual gradual improvement in our RCI as a measure of the success of the Council's road maintenance investment strategies.





The additional investment in roads, pavement, lighting and drainage continues in 2026/27 and we set out our investment programme for the coming year to Transport and Environment Committee in April 2026.

We are working to improve the safety of our roads each year and monitor the number of injury collisions that happen in Edinburgh to see progress with the vision for zero casualty targets set nationally. In April we provided an update report on how we are getting on to the Transport and Environment Committee. The number of **fatal collisions** in Edinburgh remains low in 2025/26 (at 1 collision on average per quarter), while there were 30 **serious collisions** (on average each quarter) and 66 **slight collisions** (on average each quarter). Edinburgh is well positioned to meet its long term targets. It is hoped that the introduction of our new Safer Streets Prioritisation process, the Safe System Approach, the work we continue to do with schools and delivering education activities such as the Young Drivers' event, will help us to deliver the required reductions.



Street cleaning

KPI Name	RAG	Value	Target	Direction of travel
LEAMS Score	Within 5% of target	92.8%	93%	Improving
Nº. Flytipping and dumping Service Requests	Monitoring only	14,526		Declining
Nº. Street litter Service Requests	Monitoring only	5,654		Declining
Nº. Dog fouling Service Requests	Monitoring only	2,052		Declining
% Flytipping and dumping SRs responded within timescale	On target	97.5%	85%	Maintaining
% Street littering cleanup SRs responded within timescale	On target	92.9%	85%	Declining
% Dog fouling SRs responded within timescale	On target	96.2%	85%	Declining

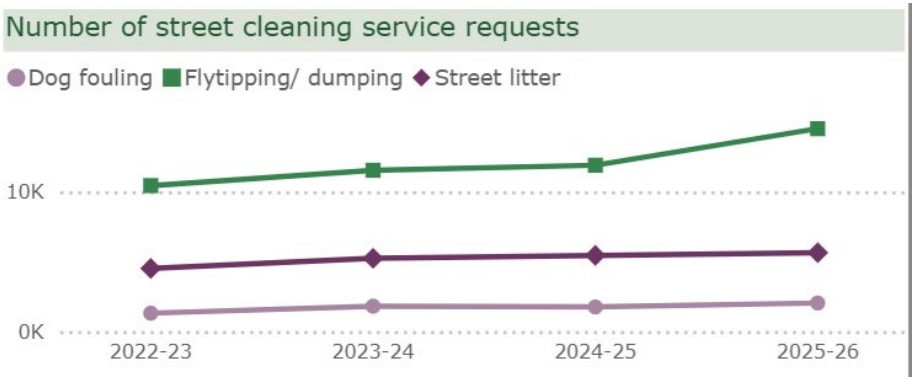
Our latest **Local Environmental Audit and Management System score (LEAMS)** increased slightly to 92.8% in 2025/26 and we are only just behind our target of 93%. Except for a slight dip last year, we see gradually improving scores from 82% in 2021/22. LEAMS is the statutory performance indicator for street cleaning which is an average of three annual surveys and is a direct percentage of streets surveyed being at an acceptable standard.

Benchmarking data for 2025/26 shows us above the national average (92.2%) for the first time in the last five years. However, we are consistently above the three city average (Aberdeen, Dundee and Glasgow) which was 86.7% in 2025/26.



We monitor changes in demand for our services and how quickly we respond to these requests. Therefore, we monitor the **number of requests we receive to respond to flytipping, street littering, and dog fouling**. Over the last five years we've seen a gradual rise in the number of dog fouling and street litter requests. However, in the last 12 months the rise in flytipping/dumping has increased from 12,000 to 14,000. We continue to respond to most (over 90%) of these requests within the timescales we set ourselves. However, while flytipping/dumping requests performance is level at 97%, we see dips in our performance for dog fouling requests (96%) and street litter requests (93%) in 2025/26.

We are taking forward a number of projects to improve the cleanliness of the city and have secured additional funding for these. This includes the Sprucing Up Our Neighbourhood project where dedicated teams are removing dog fouling, dumped items, graffiti, litter picking and sweeping. We cleaned up 12 wards in 2025/26. We have also added additional graffiti vehicles, doubling the number of vehicles from two to four, and allowing the service to improve responsiveness from reporting to removal. We are carrying out on street stencilling where there is persistent dog fouling and ensuring there are adequate litter bins at these locations.





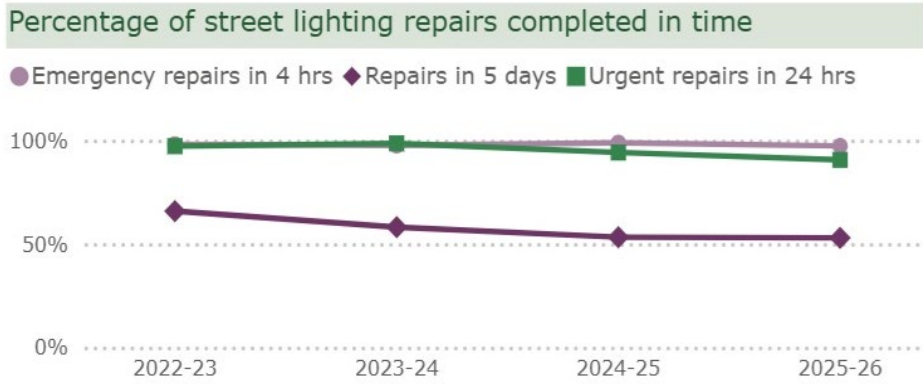
Parks and street lighting

KPI Name	RAG	Value	Target	Direction of travel
% of Street lighting emergency repairs complete in 4 hrs	On target	97.30%	95.0%	Maintaining
% of Street lighting urgent repairs complete in 24 hrs	On target	90.6%	70.0%	Declining
% of Street lighting repairs complete in 5 days	On target	53.0%	50.0%	Maintaining

We are continuing to perform well for the most urgent street lighting repairs in 2025/26 with 97% and 90% of **emergency and urgent repairs** being completed in time respectively. However, our performance against **'5 day repairs'** remains at 53% in 2025/26, which is similar to last year. We remain ahead of our target for all three categories. We will always focus our resources on urgent and emergency repairs first.

One issue we face is when the fault is in underground cables where additional time may be required to gain the appropriate access to fix. There are other repairs which can only be fixed in conjunction with Scottish Power Energy Network (SPEN) which again may delay resolution. The number of jobs reported to SPEN varies each month but over the last year has averaged around 7.5% of all jobs completed.

As part of our capital investment we have replaced 336 street lighting columns, finalised the design and replacement of heritage lanterns in White Horse Close. We have also installed street lighting along the cycle path at Leith Academy and renewed supply pillars and wall boxes across the city.



KPI Name	RAG	Value	Target	Direction of travel
% of Parks meeting standard	▲ Within 5% of target	91.0%	92.0%	Maintaining

Our parks and open spaces were a key resource during the pandemic as people cherished good quality outside space. People's expectations of our parks can be conflicting and, as noted in our Business Plan, we aim to ensure our parks and greenspaces are safe, well maintained and accessible to all while still being places where wildlife flourishes.

The **percentage of parks meeting our minimum parks standard** has been level for the last three years and was 91% in 2025. We have been over 90% for this measure for the last five years.

Our investment in our parks and open space continues in 2025/26 and we continue to deliver improvements to parks throughout the city. We are in the final year of funding from the Scottish Government to upgrade our play parks. Projects completed in 2025/26 include Murieston Park, Gyle Park, Magnet Play Meadow and Montgomery Street Park. Carrying over the funding for projects which have already started will allow us to complete the improvements at another 6 parks.

.



We are also delivering large scale projects at Water of Leith/Saughton Park, Murray Burn and rockfall mitigation at Davidson Mains Park. We have introduced new accessible toilet facilities at the Meadows, Leith Links, and Inverleith Park, improving accessibility and user experience across key city parks and we are improving park safety with the introduction of new lighting.

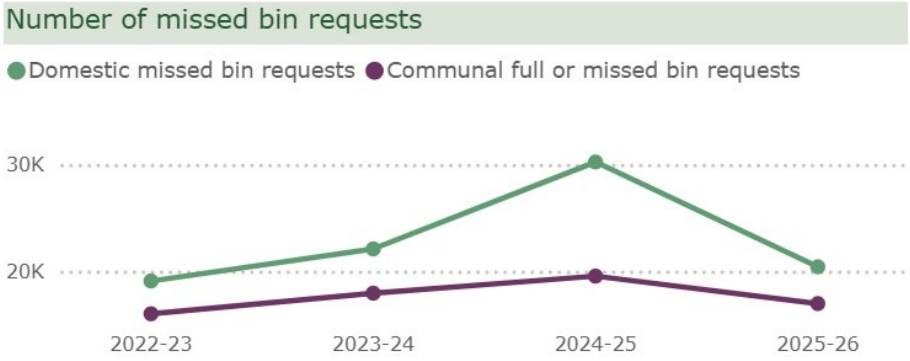
Waste

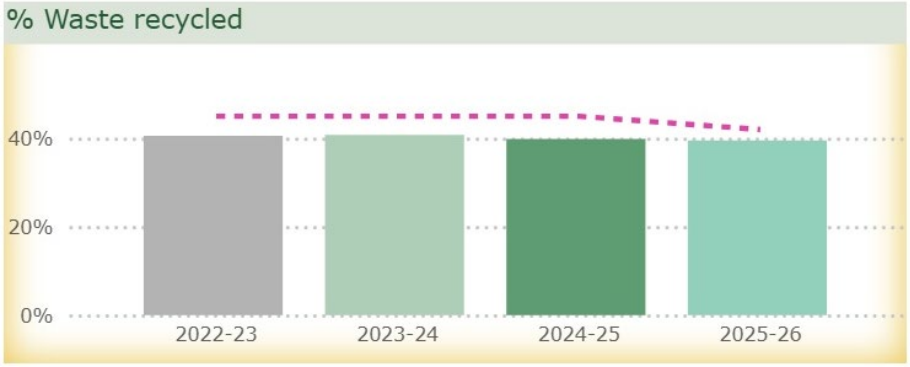
KPI Name	RAG	Value	Target	Direction of travel
Domestic missed bin requests	On target	20,434	21,516	Improving
Communal full or missed bin requests	On target	16,984	22,020	Improving
% Waste recycled	Within 5% of target	39.5%	42.0%	Maintaining

We saw a fall in our **domestic kerbside missed bin service requests** in 2025/26 when we received just over 20,000 requests. This is a drop of almost 10,000 requests from last year (30,254). Meanwhile the number of **communal missed and full bin service requests** also saw a decrease in 2025/26 from 19,561 in 2024/25 to 16,984 in 2025/26.

Our **recycling rate** remains static at around 40%, similar to the last four years and we remain behind our 2025/26 target of 42%. The latest benchmarking data (for 2024/25) shows reaching recycling targets is proving challenging across Scotland and while we are behind the national average (44%) we are ahead of our three cities average benchmark, which is 36.3%.

We have continued with our communal bins review in 2025/2026 offering more space for residents to recycle and increasing the frequency of collections. These changes should increase our recycling rate and reduce overflowing bins. During 2025, we have installed over 100 bin hubs in the centre and south west of





Edinburgh. We have also been making progress with our next phase which covers the rest of the city centre including the World Hertitage Site. The communal bin review is one example of delivering on our Business Plan priority of net zero while meeting the changing needs of the city.



Housing

We support people with their various housing needs. From helping people who are homeless into settled accommodation, renting our council housing, and ensuring repairs to our properties are completed quickly and to a high quality. We are working with developers to support house building in this city and grow the number of affordable houses as well as efficiently processing planning and building applications.

We monitor how we are performing across all these different areas through our Key Performance Indicators shown in the tables and charts below.

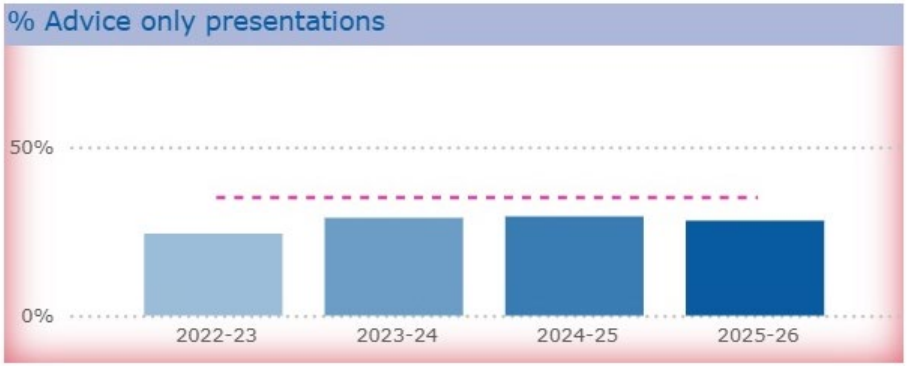
Homelessness

KPI Name	RAG	Value	Target	Direction of travel
% Advice only presentations	Over 5% from target	28.2%	35.0%	Maintaining
Avg Homeless case length – housed (days)	Monitoring only	768		Maintaining
Nº. Households in temporary accommodation at month end	Monitoring only	6,521		Declining
Nº. Households in unsuitable accommodation	Monitoring only	1,078		Declining
Nº. Homeless cases housed	Monitoring only	1,548		Declining

There are unprecedented pressures to meet Edinburgh's growing housing needs and in November 2023 we declared a Housing Emergency. While we continue to see Edinburgh's population grow, we have also seen growth in demand for affordable and social housing due to the impact of world events and the UK and Scottish Government responses to these, and the cost of living crisis.

We are trying in different ways to manage demand and support better outcomes for those looking for accommodation. One way we are doing this is to prevent people from becoming homeless through our support and advice services.

For the last three years, around 30% of **presentations are for advice only cases** which is behind our target of 35%. Advice only presentations are cases where support and advice is provided to help people maintain their tenancy and avoid homelessness. As one of our objectives in our Business Plan, we continue to develop services that prevent homelessness and provide support (such as the Multi-Disciplinary Team, the Private Rented Sector Team and the Early Intervention Team).The Multi-Disciplinary Team work with Council tenants who are at risk of eviction due to rent arrears and who are not engaging with their local housing officer. The Early Intervention Team have been working in new ways with social rented tenants suffering from domestic abuse or racial harassment exploring options to find solutions that avoid homelessness. Between April 2025 and March 2026, 1,658 households were prevented from becoming homeless. Additionally, our commissioned services supported 1,112 households to keep their home.

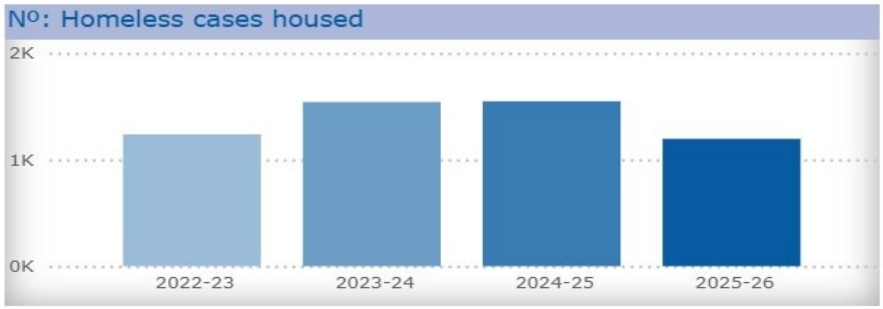




We remain committed to reducing the levels of homelessness in the city and this is one of the key priorities in our Housing Emergency Action Plan. This plan is wide ranging and includes actions aimed at reducing homelessness, improving access to housing and housing advice, improving the supply and quality of housing across the city, preventing harm and improving the experience of tenants in Council housing.

We now have a long-term strategy in place for Temporary Accommodation, and this includes the temporary suspension of the Council's allocations policy to increase the supply of suitable temporary accommodation. We have also been working to change the mix of our temporary accommodation and reduce our reliance on unsuitable temporary accommodation. We have started a new £1.6 billion programme of investment in new suitable temporary accommodation and permanent homes. However, homelessness demand has increased with 2,929 households assessed as homeless. This is compared to 2,642 for the same period in 2024/25, representing an increase of 287, or 9.8%. While the **number of households in temporary accommodation** has risen this year from 5,426 in March 2025 to 6,521 in March 2026, the **number of households in unsuitable accommodation** remains broadly unchanged at just over 1,000 in both March 2025 and 2026.

We have housed over 1,000 **households into settled accommodation** in 2025/26 which is down on the numbers settled in the previous two years, but we are allocating less permanent housing while the lettings policy is suspended.







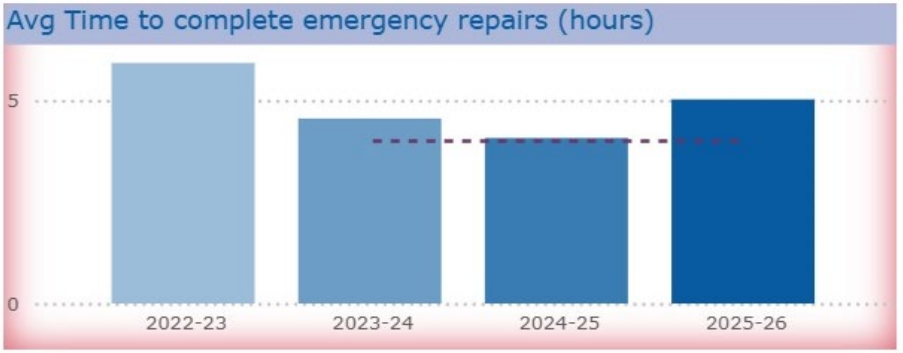
Housing management

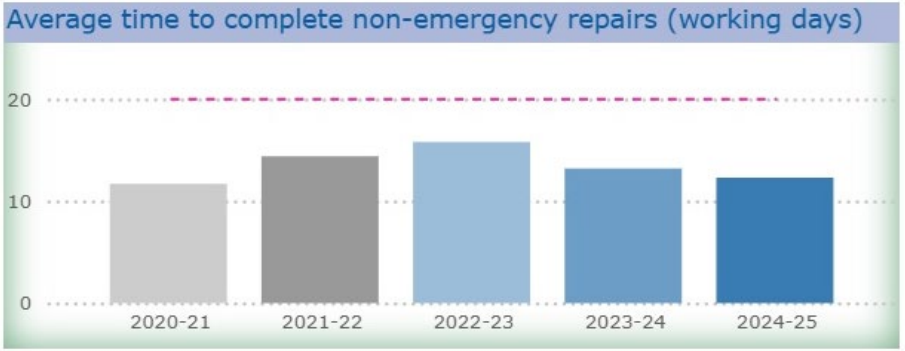
KPI Name	RAG	Value	Target	Direction of travel
Avg time to complete emergency repairs (hours)	Over 5% from target	5.04	4	Declining
Avg time to complete non-emergency repairs (working days)	On target	11.8	12	Maintaining
Avg time to re-let properties	Monitoring only	111		Improving
Rent collected as % of total rent due	Within 5% of target	99.0%	99.5%	Maintaining
Rent lost from empty homes (£)	Over 5% from target	£1.68M	£1.3M	Improving

The ageing condition of our Council housing stock means there is more work required to bring them up to standard. This increases the time we are taking to prepare houses for people to live in.

We are working to ensure that repairs to our properties are completed timeously. While average time to **complete emergency** rises slightly to 5 hours in 2025/26, our average time to complete **non-emergency repairs** holds steady at just under 12 days in 2024/25 and 2025/26. Our performance for emergency repairs is impacted by the late closure of jobs on our system, which are we working to resolve. We are also carrying out recruitment to increase the number of in-house operatives we have and have established a post work inspection team to drive up quality and tenant satisfaction.

Reducing the time to re-let our homes is a top priority for us going forward. The **average time to re-let our properties** is lower in 2025/26 (111 days) down from 175 days in 2024/25. We have been focusing on reducing our void properties. Reducing this further would



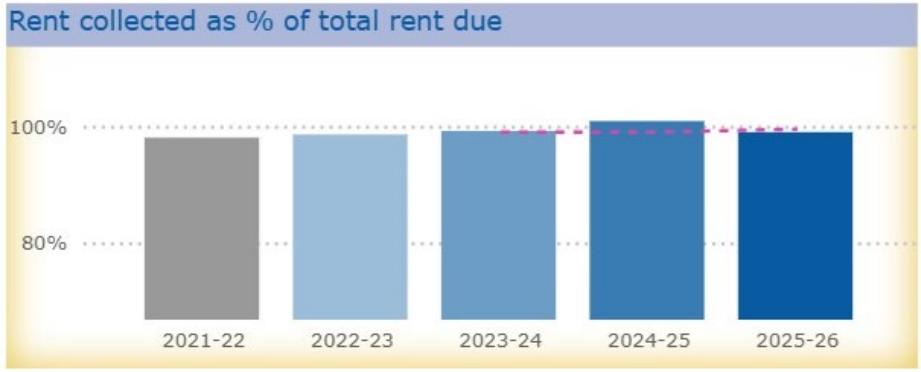


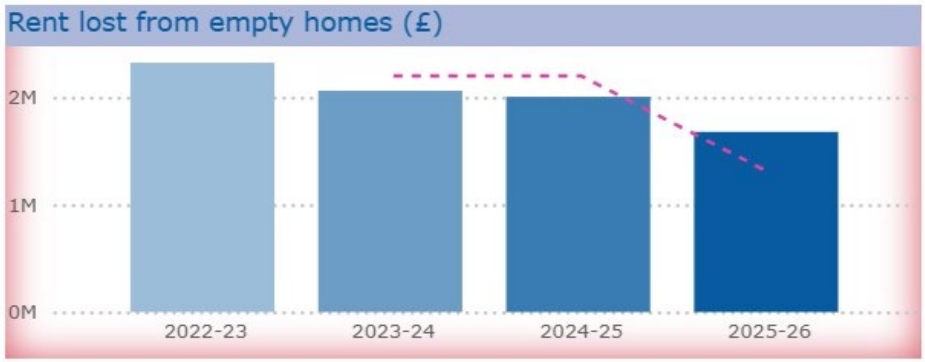
also reduce the amount of rent we lose whilst they are empty. At the end of March 2026, we had 459 void properties, which has reduced from over 1,100 in the last 18 months.

Our annual **rent loss for empty homes** continues to show a longer term downward trend. In 2025/26 we lost just under £1.7M which is less than the rent lost in 2024/25 (just over 2 million).

We consistently collect a high **percentage of the rent that is due** to us and our key objective is to maximise the amount of rent collected, whilst at the same time balancing tenancy sustainment and the prevention of homelessness. In 2025/26 we collected 99.0% of the rent that is due. This was slightly below our target but consistent with previous years.







Housing development

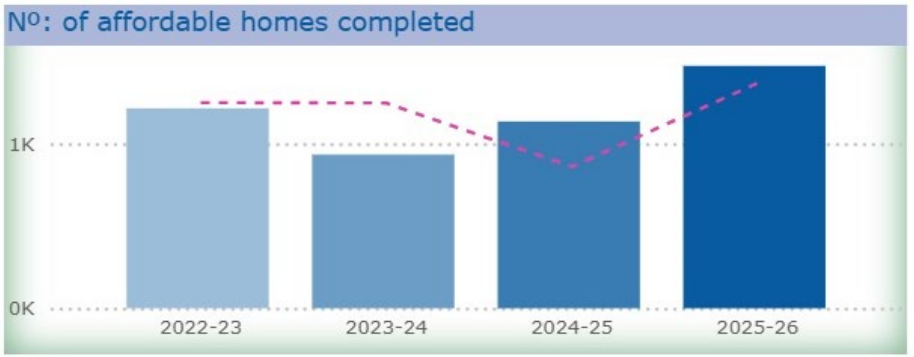
KPI Name	RAG	Value	Target	Direction of travel
Nº. of affordable homes approved	Within 5% of target	994	1,022	Improving
Nº. of affordable homes completed	On target	1,473	1,368	Improving

We work with our partners to deliver housing and support services for residents of Edinburgh. Our ambition to provide more affordable housing has been hindered by increasing costs, reduced funding and reduced return on investment meaning developers are less willing to commit to building. We need to ensure the mix of housing in Edinburgh meets the needs of its residents. We are focussed on increasing the number of social and affordable homes.

There have been almost 1,500 new affordable homes completed by the Council and our housing association partners in 2025/26. This is the highest number of completions delivered in a single year since the Affordable Housing Supply Programme began. In 2025/26, a total of 1,473 houses were completed or purchased for use, beating the target of 1,368. Almost £74 million was spent on affordable housing in 2025/26, surpassing the previous high figure of £55 million spent in a single year since the programme was introduced in 2007. Site completions include homes that were purchased using £28.7 million of National Acquisition Programme funding for 2025/26. This allowed the purchase of 341 homes to alleviate temporary accommodation pressures.

There were also 994 **affordable homes approved** in 2025/26. This is only slightly lower than what was projected. This was due to a delay with the approval of one larger project of nearly 100 homes and two smaller projects, which are now expected in the coming financial year.

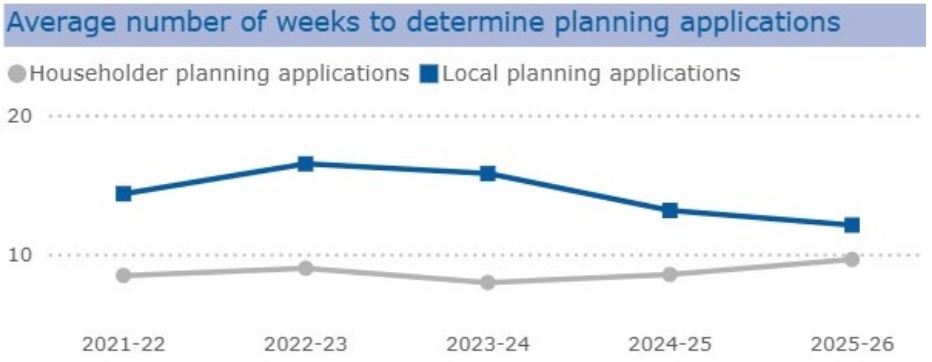




Planning and building standards

KPI Name	RAG	Value	Target	Direction of travel
Avg No. weeks to determine local planning applications	On target	12.2	15	Improving
Avg No. weeks to determine householder planning applications	Over 5% from target	9.6	8.3	Declining
% Building warrants issued within 10 days	On target	92.8%	90.0%	Maintaining

We receive over 500 local planning applications and over 1,000 householder applications each year. The **average time to determine local planning applications** (at 12.2 weeks in 2025/26) continues the long-term improving trend from a peak of 16.5 weeks in 2022/23. However, **Householder planning applications determinations** show a gradual increase over the last three years (8 weeks in 2023/24 to 9.6 weeks in 2025/26). While we meet our target for local planning applications householder applications, we are now behind our target for householder planning applications. This increase can be attributed to the closure of a number of legacy cases and clearing backlogs. A legacy planning application is defined as one which is more than one year old. We are currently recruiting into vacant posts and are updating our service standards and website information for householders making an application.



We issue almost 4,000 building warrants each year and continue to issue above 90% of **building warrants issued within 10 days** over the last four year**.** In 2025/26, we have an average of 92.8% of warrants issued in time. Our Building Standards team has maintained its high-performance levels throughout the year whilst



there have also been a number of changes made to building regulations such as fire safety, cladding and managing flooding risks. We are also preparing for the national roll out of a Scottish Government competency assessment scheme that sets out standardised job role profiles for the profession and the level of competence required for each role.